

IN TOUCH

a newsletter for our partners and friends

MARCH 2018



By Travis Bradberry, FORBES



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ON THE WEB

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When emotional intelligence first appeared to the masses in 1995, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70% of the time. This anomaly threw a massive wrench into what many people had always assumed was the sole source of success—IQ. Decades of research now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.

Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

Personal competence is made up of your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.

- *Self-Awareness* is your ability to accurately perceive your emotions and stay aware of them as they happen.
- *Self-Management* is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

Social competence is made up of your social awareness and relationship management skills; social competence is your ability to understand other people’s moods, behavior, and motives in order to improve the quality of your relationships.

- *Social Awareness* is your ability to accurately pick up on emotions in other people and understand what is really going on.
- *Relationship Management* is your ability to use awareness of your emotions and others’ emotions to manage interactions successfully.

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EMOTIONAL INTELLIGENCE DOMAINS AND COMPETENCIES	SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
	Emotional self-awareness	Emotional self-control	Empathy	Influence
		Adaptability		Coach and mentor
		Achievement orientation	Organizational awareness	Conflict management
Positive outlook		Teamwork		
			Inspirational leadership	

Source: More Than Sound, LLC, 2017

EMOTIONAL INTELLIGENCE IN THE WORKPLACE: A KEY TO COMMUNICATION

In its most refined form, emotional intelligence provides empathy necessary to fully understand another's perspective even when it contradicts one's own. Research has shown women, who traditionally rate higher on tests of emotional intelligence, tend to have a more collaborative and inclusive leadership style than men. Practiced by persons of any gender, emotional intelligence has much to offer the modern workplace and stakeholders across all functions:

- It helps leaders motivate and inspire good work by understanding others' motivations.

- It brings more individuals to the table and helps avoid the many pitfalls of groupthink.
- It empowers the leader to recognize and act on opportunities others may be unaware of.
- It assists in the recognition and resolution of conflict in a fair and even-handed way.
- It can produce higher morale and assist others in tapping their professional potential.

Like rational intelligence, emotional intelligence can be cultivated through dedicated effort and study. The first

step to developing greater emotional intelligence is often to strengthen one's powers of introspection. Recognizing your own thought processes, emotions, and biases can help you make more well-rounded decisions. Exercising emotional intelligence often requires one to act with confidence, rise above worries about status, and question or bypass knee-jerk reactions. ♦

Source: <https://appliedpsychologydegree.usc.edu/resources/articles/emotional-intelligence-in-the-workplace/>

THE UNDERRATED SKILLS THAT WILL MAKE YOU A BETTER EMPLOYEE (AND HUMAN BEING)

By Marisa Morby, The Muse

I've worked in HR, customer service, and event planning. I've listened as co-workers, customers, and friends consciously and loudly discussed the skills they'd like to develop.

Oh, I need to master Excel. We need Excel training.

I'm never going to understand how our CMS works—I really need to spend more time on it.

I still don't get content marketing. I need help.

Yes, all of that is important. It's definitely a good idea to know how to maximize your spreadsheets, use your website, and market your content. But you know what? You can learn—or at least get started—on all of these skills by spending some time on Google on a Sunday afternoon.

You know what I almost never hear?

I'm not sure how to talk to Ben. We have to work on this project together, and I'm pretty sure he hates me.

I'm really worried about how my presentation went. I should ask my boss how he thinks it went.

I'm really upset right now—that email pissed me off. How am I going to respond?

These problems require soft skills. Maybe Ben doesn't like you, but you still have to figure out how to work together. Your presentation might not have gone well, but it's better to get feedback now, instead of giving two bad presentations in a row. And maybe an email did make you mad, but you're going to have to answer it at some point.

The problem is that most people don't spend much time thinking about their soft skills. Regardless of whether it's a lack of knowledge or a lack of awareness, it's worth remedying, because you use soft skills every single day—even when you aren't thinking about them consciously.

Having well developed soft skills will help you have better conversations, enjoy your work environment, and create a closer relationship with your team.

HOW DO YOU KNOW IF YOU HAVE SOFT SKILLS?

Soft skills are personality traits and interpersonal skills that directly affect your relationships

with other people. They stem from who you are and how you interact with the world around you. Luckily, these skills can be identified, harnessed, and strengthened.

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"You use soft skills every single day—even when you aren't thinking about them consciously"



EMOTIONAL INTELLIGENCE

(...continued from page 1)

Emotional Intelligence, IQ, and Personality Are Different.

Emotional intelligence taps into a fundamental element of human behavior that is distinct from your intellect. There is no known connection between IQ and emotional intelligence; you simply can't predict emotional intelligence based on how smart someone is. Intelligence is your ability to learn, and it's the same at age 15 as it is at age 50. Emotional intelligence, on the other hand, is a flexible set of skills that can be acquired and improved with practice. Although some people are naturally more emotionally intelligent than others, you can develop high emotional intelligence even if you aren't born with it.

Personality is the final piece of the puzzle. It's the stable "style" that defines each of us. Personality is the result of hard-wired preferences, such as the inclination toward introversion or extroversion. However, like IQ, personality can't be used to predict emotional intelligence. Also like IQ, personality is stable over a lifetime and doesn't change. IQ, emotional intelligence, and personality each cover unique ground and help to explain what makes a person tick.

Emotional Intelligence Is Linked to Performance.

How much of an impact does emotional intelligence have on your professional success? The short answer is: a lot! It's a powerful way to focus your energy in one direction with a tremendous result. TalentSmart tested emotional intelligence alongside 33 other important workplace skills, and found that emotional intelligence is the strongest predictor of performance, explaining a full 58% of success in all types of jobs.

Your emotional intelligence is the foundation for a host of critical skills—it impacts most everything you say and do each day. Emotional intelligence is the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence.

Of all the people we've studied at work, we've found that 90% of top performers are also high in emotional intelligence. On the flip side, just 20% of bottom performers are high in emotional intelligence. You can be a top performer without emotional intelligence, but the chances are slim. Naturally, people with a high degree of emotional intelligence make

more money—an average of \$29,000 more per year than people with a low degree of emotional intelligence. The link between emotional intelligence and earnings is so direct that every point increase in emotional intelligence adds \$1,300 to an annual salary. These findings hold true for people in all industries, at all levels, in every region of the world. We haven't yet been able to find a job in which performance and pay aren't tied closely to emotional intelligence.

Emotional Intelligence Can Be Developed.

The communication between your emotional and rational "brains" is the physical source of emotional intelligence. The pathway for emotional intelligence starts in the brain, at the spinal cord. Your primary senses enter here and must travel to the front of your brain before you can think rationally about your experience. However, first they travel through the limbic system, the place where emotions are generated. So, we have an emotional reaction to events before our rational mind is able to engage. Emotional intelligence requires effective communication between the rational and emotional centers of the brain.

"Plasticity" is the term neurologists use to describe the brain's ability to change. Your brain grows new connections as you learn new skills.

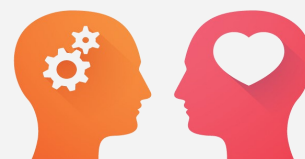
The change is gradual, as your brain cells develop new connections to speed the efficiency of new skills acquired.

Using strategies to increase your emotional intelligence allows the billions of microscopic neurons lining the road between the rational and emotional centers of your brain to branch off small "arms" (much like a tree) to reach out to the other cells. A single cell can grow 15,000 connections with its neighbors. This chain reaction of growth ensures it's easier to kick this new behavior into action in the future. Once you train your brain by repeatedly using new emotional intelligence strategies, emotionally intelligent behaviors become habits. ♦

Source: <https://www.forbes.com/sites/travisbradberry/2014/01/09/emotional-intelligence/#7a9e8f9c1aco>



Emotional intelligence is the foundation for critical skills.



THE BENEFITS OF EQ IN THE WORKPLACE

From the Brighton School of Business and Management Online Distance Learning Courses
www.brightonsbm.com

Emotionally intelligent people are an asset to a workplace as they



Successfully manage difficult situations



Express themselves clearly



Gain respect from others



Influence other people



Entice other people to help them out



Keep cool under pressure



Recognize their emotional reactions to people or situations



Know how to say the "right" thing to get the result



Manage themselves effectively when negotiating



Manage other people effectively when negotiating



Motivate themselves to get things done



Know how to be positive even during difficult situations

"You all know about IQ and EQ. Your IQ's are all high enough for you to be very successful, but where people often fall short is on the EQ. It's something you develop over time." - Jamie Dimon, JP Morgan Chase CEO

THE UNDERRATED SKILLS THAT WILL MAKE YOU A BETTER EMPLOYEE (AND HUMAN BEING)

(...continued from page 2)

You know those people who seem to know everybody? They know the names of people in other departments, their titles, and maybe even tell you who owns a pet or how long someone has been with the company. They always know the best people to talk to about an issue (even if they don't know them personally). Or, perhaps you have a friend who is the go-to person for advice. Everyone (including you!) is comfortable talking to her.

These people have wonderful soft skills. It's not relevant whether they're the smartest person in the room: They're comfortable interacting with others and others feel good interacting with them.

But, it's not only the presence of soft skills that's noticeable in your colleagues: You might also be able to name co-workers who lack soft skills. Maybe there's one woman in your office who nobody wants to talk to. **She's difficult**. She makes a federal case out of everything you ask her about. People dismiss her as rude and make a conscious effort to avoid her. The problem isn't her personality—the problem is her soft skills. She has almost no soft skills and is unable to effectively interact with the people she works with.



CATEGORIZING SOFT SKILLS: INTERNAL VS. EXTERNAL

I break soft skills down into two main categories: internal and external— inspired by Lei Han's discussion of "self-management" vs. "people skills." Internal soft skills relate directly to how you interact with yourself (think: self-talk). External soft skills relate directly to how you talk to and handle the people around you. And yes, you'll need both to be successful. The skills below are the main soft skills I use in my own career and have repeatedly highlighted when coaching co-workers. If you focus on improving these skills, you will have a happier and less stressful work life.

KEEP ON KEEPIN' ON

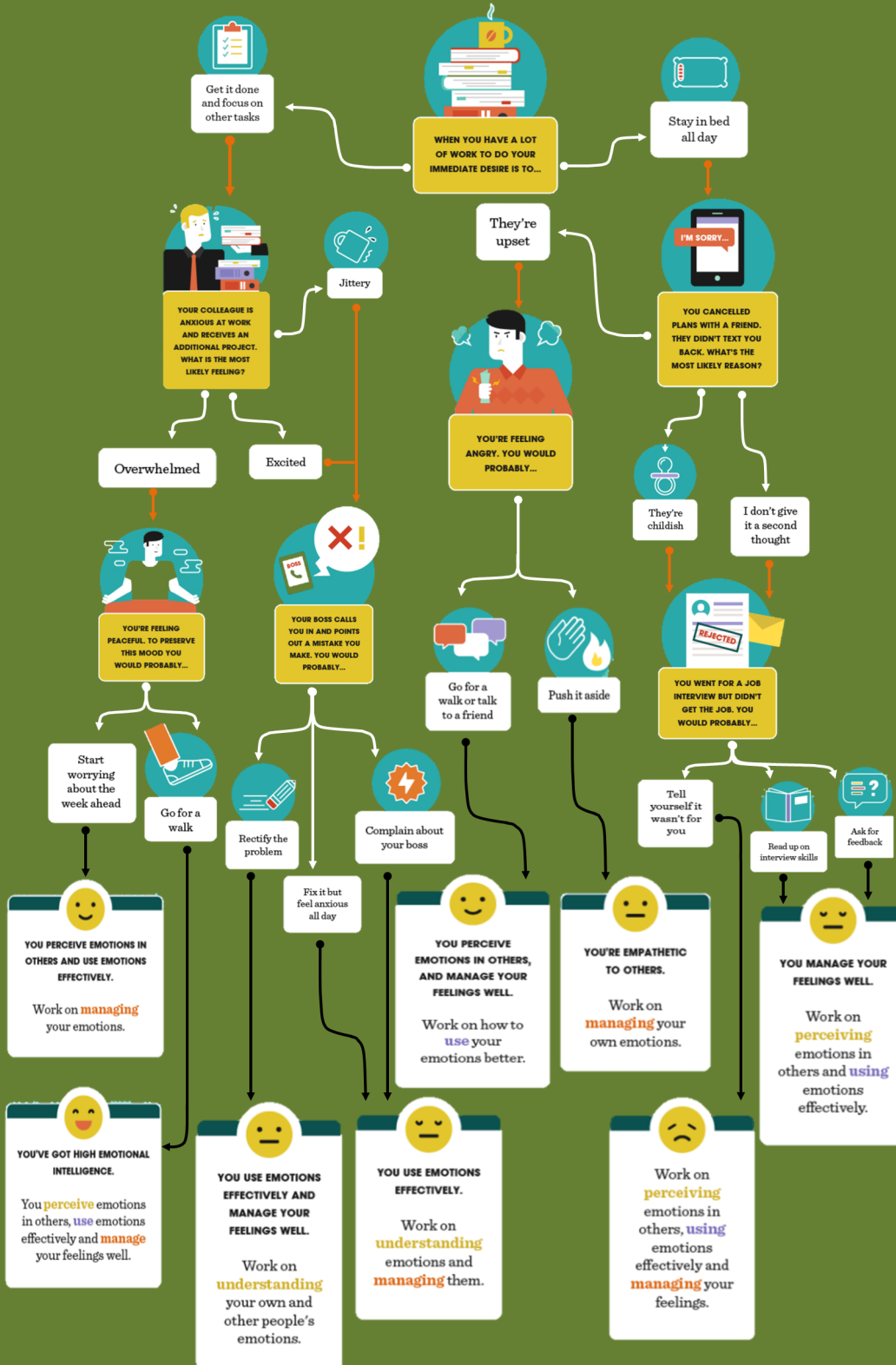
Soft skills don't have to be confusing, but they do take effort. Just as you go to the gym to get stronger through repeatedly straining your muscles, you have to actively exercise your soft skills. The key is consistency: Practice skills from the list above in the office, as well as in your everyday life. Trust me, the results are worth it—less stress, easier conversations, and a happier day at work. ♦

Internal Soft Skills	External Soft Skills
Self-confidence	Collaborative teamwork
Self-awareness	Effective communication
Self-compassion	Interpersonal skills
Accepting criticism	Self-Promotion
Critical thinking/problem solving	Managing conflict
Resilience	Adaptability
Perseverance	Networking
Emotional management	Influence
Perceptiveness	Negotiation
Growth mindset	Expectation management

Source: <https://www.themuse.com/advice/the-underrated-skills-that-will-make-you-a-better-employee-and-human-being>
 Image from: <http://blog.edmentum.com/top-10-soft-skills-career-success>

"Soft skills don't have to be confusing, but they do take effort. The key is consistency. "

HOW EMOTIONALLY INTELLIGENT ARE YOU?



You know your strengths and weaknesses but what can you do to improve in those certain areas?

USING EMOTIONS



- 1 Ask yourself, "Is this thinking helping me solve my problem or is it making me feel less confident?"
- 2 Identify an emotional trigger and reinterpret it.

UNDERSTANDING AND PERCEIVING EMOTIONS

- 1 Set 15 minutes a day aside for some introspection.
- 2 Observe people closely and ask yourself what they're thinking.



MANAGING EMOTIONS

- 1 When feeling overwhelmed, splash cold water on your face.
- 2 Don't react right away.



NEW PARTNERS



HSO CONSTRUCTION CORPORATION
ISO 9001:2015



PGO CONSTRUCTION
ISO 9001:2015



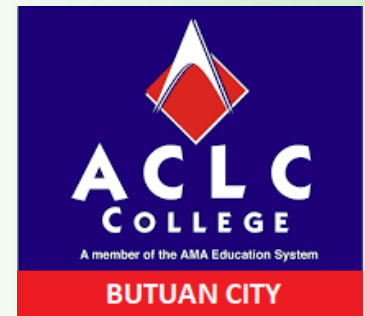
GBH CONSTRUCTION
ISO 9001:2015



A.I. YU BUILDERS & ENTERPRISES
ISO 9001: 2015



ANIMAS BROS BUILDERS
ISO 9001: 2015



ACLC COLLEGE BUTUAN CITY
ISO 9001: 2015



PRIMEWORLD BUILDERS & DEVELOPMENT, INC.
ISO 9001:2015



HAMM-ASIA GLOBAL BUILDERS CORPORATION
ISO 9001:2015

NEW PARTNERS



MJLAC CONSTRUCTION AND AGGREGATES

ISO 9001: 2015



CHAROEN POKPHAND FOODS CORPORATION

ISO 9001:2015



SILVER DRAGON CONSTRUCTION INC.

ISO 9001:2015

LEO TIRE MANUFACTURING CORPORATION

ISO 9001:2015



R.A.J. CE Construction

R.A.J. CE CONSTRUCTION

ISO 9001: 2015

MEP CONSTRUCTION

ISO 9001: 2015



CERTIFIED CLIENTS



ALLIED HOSPITAL SUPPLY
INTERNATIONAL
CORPORATION
ISO 9001:2015 CERTIFIED

ALMANA CONSTRUCTION
& DEVELOPMENT
CORPORATION
ISO 9001:2015
CERTIFIED



DAVAO ORIENTAL
STATE COLLEGE OF
SCIENCE AND
TECHNOLOGY
ISO 9001:2015
CERTIFIED



CERTIFIED CLIENTS

CONSTRUCTION MANPOWER
DEVELOPMENT
FOUNDATION (CMDF)
ISO 9001:2015 CERTIFIED



MRAIL INC.
ISO 9001:2015 CERTIFIED

GREENROOF
CORPORATION
ISO 9001:2015
CERTIFIED



CERTIFIED CLIENTS



GVALUE TRADING CORPORATION
ISO 9001:2015 CERTIFIED

ITECH SYSTEM SOLUTIONS AND SERVICES CORPORATION
ISO 9001:2015 CERTIFIED



From the Editors



It is a common assumption that individuals with higher IQs will be more successful at work. But studies have shown that people with average IQs outperform those with the highest IQs 70% of the time. In this issue of the newsletter, we feature the other type of intelligence—Emotional Intelligence (EI) or Emotional Quotient (EQ). We believe that you'll find our articles helpful since the ability to recognize and manage our emotions as well as the emotions of people around us are essential skills that can be used in the workplace.

Enjoy reading and stay In Touch!

-Sukh and Lala

UPGRADE CLIENTS

INTERNATIONAL BUILDERS CORPORATION
ISO 9001:2015 CERTIFIED



KENNETH CONSTRUCTION AND GENERAL MERCHANDISE
ISO 9001:2015 CERTIFIED

GENETIAN BUILDERS
ISO 9001:2015 CERTIFIED



UPGRADE CLIENTS

DSB CONSTRUCTION
AND SUPPLY, INC.
ISO 9001:2015
CERTIFIED



EGB CONSTRUCCION
ISO 9001:2015
CERTIFIED



ELGRADE INCORPORATED
ISO 9001:2015 CERTIFIED



UPGRADE CLIENTS



FIRST GREENMEADOWS
HOMEOWNERS
ASSOCIATION, INC.
ISO 9001:2015, ISO
14001:2015, OHSAS
18001:2007
CERTIFIED

LR TIQUI BUILDERS,
INCORPORATED
ISO 9001:2015 CERTIFIED



PHILWORKS CONSTRUCTION & SUPPLY
ISO 9001:2015 CERTIFIED



UPGRADE CLIENTS

CTP CONSTRUCTION AND MINING CORPORATION

ISO 9001:2015, ISO
14001:2015 AND
OHSAS 18001:2007
CERTIFIED



SANRHO BUILDERS, INC
ISO 9001:2015 CERTIFIED

J.M. LUCIANO CONSTRUCTION, INC.

ISO 9001:2015 CERTIFIED



UPGRADE CLIENTS

PULSAR CONSTRUCTION and
JDL5 CONSTRUCTION
CORPORATION
ISO 9001:2015 CERTIFIED



A.B. TAYLAN CONSTRUCTION AND
DEVELOPMENT AND A.J. TAYLAN
CONSTRUCTION CORPORATION
ISO 9001:2015 CERTIFIED

CEBU TOYO CORPORATION
ISO 9001:2015 AND
ISO 14001:2015
CERTIFIED



FCU IN ACTION



J.M. Luciano Construction, Inc.
ISO 9001:2015 Appreciation Seminar



GBH Construction
ISO 9001:2015 Awareness and Risk Management Seminar



Kalayaan Engineering Company, Incorporated
IMS Awareness and Risk Management Seminar



Lepanto Consolidated Mining Company (Makati)
ISO 14001:2015 Internal Audit Workshop



Megafoundation International Corporation
ISO 9001:2015 Internal Audit Workshop



Equi-Parco Construction Company
Internal Audit Closing Meeting

FCU IN ACTION



ESR Construction and Development Corporation
ISO 9001:2015 Risk Management Workshop



Charoen Pokphand Foods Philippines Corporation
ISO 9001:2015 Awareness and Risk Management Seminar



Lepanto Consolidated Mining Company (Benguet)
ISO 14001:2015 Internal Audit Workshop



Cagdianao Mining Corporation
ISO 9001:2015 and ISO 14001:2015 Internal Audit Workshop



Sy² + Associates, Incorporated
ISO 9001:2015 Risk Management Workshop



Crest Construction
ISO 9001:2015 Awareness and Risk Management Seminar

CLIENT MILESTONE



*Congratulations to
Allado Construction Co. Inc. and R.D. Policarpio and Co., Inc.
for celebrating 50 glorious years in the business!
We wish you all the success for many more years to come!*

CLIENT MILESTONE



Congratulations to Golda's Cakes and Pastries for receiving the Silver Apple Award Fresh Processed Category from Robinson's Supermarket!

FCU TAKES A BREAK

Semi-annual Knowledge-Sharing Session

(February 15-17, 2018)



FCU Turns 20

This year is special for us since we will be celebrating our 20th Anniversary in business.

Stay tuned for more updates!

