

AKILI HISIA (EMOTIONAL INTELLIGENCE): NGUVU YA KUJITAMBUA NA KUTHIBITI HISIA



Facilitator:

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UJUMBE MKUU WA MKUTANO



***“Utumishi wenye thamani kuelekea
Dira ya Taifa 2050”***

FACILITATOR'S PROFILE

MOSSES RAYMOND (SAMORA)

(MHRM, MA(DS), B.PH, DIP RS & PH)

- Trainer
- Advisor
- Speaker
- Recruiter
- Consultant
- Career Coach

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ACADEMIC QUALIFICATIONS

MASTER OF HUMAN RESOURCES MANAGEMENT (MHRM)

MASTER OF ARTS (DEVELOPMENT STUDIES) (M.A (DS))

BACHELOR OF PHILOSOPHY (B. PH)

DIP IN RELIGIOUS STUDIES & PHILOSOPHY (DIP RS & PH)

PROFESSIONAL CERTIFICATION

Certified mBIT Coach



PROFESSIONAL CERTIFICATION

Certified Workplace Wellbeing Coach



By Positive Psychology Association of Kenya

CURRENT
EXPERIENCE AS
A RESOURCE
PERSON

MOSSES RAYMOND
is a seasoned
resource person in
various training
institutions.



A young Black woman with a joyful expression is the central figure. She wears a wide-brimmed straw hat and a bright yellow t-shirt. A wooden staff is held vertically in front of her. The background is a soft-focus outdoor setting with green foliage and brown earth. Overlaid on the image is the text 'TODAY IS YOUR OPPORTUNITY TO BUILD THE TOMORROW YOU WANT' in a white, hand-drawn font. A small white sun icon is positioned at the bottom center of the image.

TODAY IS YOUR
OPPORTUNITY TO
BUILD THE TOMORROW
YOU WANT



**“If you’re
serious about
changing your
life, you’ll find a
way. If not you’ll
find an excuse.”**

-Jen Sincero

**The secret of change is to
focus all of your energy,
not on fighting the old,
but on building the new.**

Socrates

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UTANGULIZI

Katika mazingira ya utumishi wa umma, hususan katika Ofisi ya Wakili Mkuu wa Serikali, **mafanikio ya kitaaluma hayategemei tu elimu, uzoefu au ujuzi wa sharia....**

BALI PIA uwezo wa mtumishi

- **kuelewa hisia zake,**
- **kuzisimamia kwa hekima, na**
- **kuhusiana vizuri na wengine.**

UTANGULIZI

Akili hisia ni moja ya nguzo muhimu zinazojenga:

- Utumishi wenye weledi
- **Mahusiano bora kazini**
- Maamuzi sahihi
- Nidhamu ya kazi
- Uongozi bora
- **Uwezo wa kushughulikia changamoto kwa utulivu**
- Huduma bora kwa wananchi

UTANGULIZI

Katika kuelekea Dira ya Taifa 2050, taifa linahitaji watumishi wenye:

Uwezo mkubwa wa kujitambua

Nidhamu binafsi

Ustahimilivu wa kihisia

Maadili ya kazi

Uwezo wa kufanya kazi na watu tofauti

Uwezo wa kusimamia msongo wa kazi

Akili hisia ndiyo msingi wa kujenga utumishi wenye thamani na matokeo yenye tija kwa taifa.

MALENGO YA MJADALA HUU

1. Kuelewa maana na umuhimu wa akili hisia kazini
2. Kujitambua kihisia na kitabia
3. **Kutambua athari za hisia katika maamuzi na mahusiano**
4. Kujifunza namna ya kuthibiti hisia katika mazingira ya kazi
5. Kujenga uwezo wa kuwasiliana kwa hekima na utulivu
6. **Kuimarisha ushirikiano na mahusiano kazini**
7. Kusimamia msongo wa kazi na changamoto za kiutendaji
8. **Kuongeza ubora wa utumishi kwa maslahi ya taifa**

AKILI HISIA (EMOTIONAL INTELLIGENCE)

Akili hisia ni uwezo wa:

- **Kutambua** hisia zako
- **Kuelewa** namna hisia zinavyoathiri tabia na maamuzi
- **Kudhibiti** hisia zako
- **Kutambua hisia za wengine**
- **Kujenga mahusiano** mazuri na yenye tija

“NI UWEZO WA KUTUMIA HISIA KWA HEKIMA”

VIPENGELE VIKUU VYA AKILI HISIA

1. Kujitambua (Self-Awareness)
2. Kujisimamia (Self-Regulation)
3. Motisha binafsi (Self-Motivation)
4. Uelewa wa Hisia za Wengine (Empathy)
5. Mahusiano Bora (Social Skills)

1. KUJITAMBUA (SELF-AWARENESS)

Uwezo wa kuelewa:

Hisia zako

Tabia zako

Nguvu zako

Udhaifu wako

Namna unavyoathiri wengine

2. KUJISIMAMIA (SELF-REGULATION)

Uwezo wa:

Kudhibiti hasira

Kuepuka maamuzi ya haraka

Kutunza nidhamu ya hisia

Kubaki mtulivu hata kwenye presha

3. MOTISHA BINAFSI (SELF-MOTIVATION)

Uwezo wa:

Kujisukuma kufanya kazi vizuri

Kuendelea hata unapokutana na changamoto

Kufanya kazi kwa malengo

4. UELEWA WA HISIA ZA WENGINE (EMPATHY)

Uwezo wa:

Kusikiliza wengine

Kuelewa wanachopitia

Kuwajali na kuwaheshimu

5. MAHUSIANO BORA (SOCIAL SKILLS)

Uwezo wa:

Kushirikiana

Kuwasiliana vizuri

Kutatua migogoro

Kujenga timu bora

UMUHIMU WA AKILI HISIA (HUSAIDIA)

- Kuongeza nidhamu kazini
- Kupunguza migogoro
- Kuboresha huduma kwa wananchi
- Kujenga uaminifu
- Kuongeza ufanisi wa kazi
- Kuboresha maamuzi
- Kukuza uongozi bora
- Kukuza mshikamano kazini

DALILI ZA UPUNGUFU WA AKILI HISIA

- **Hasira za haraka**
- **Kutokubali kukosolewa**
- **Kujibu vibaya**
- **Migogoro ya mara kwa mara**
- **Kutawala kwa hisia kwenye maamuzi**
- **Kutoheshimu wengine**
- **Kutokusikiliza**
- **Kushindwa kufanya kazi na watu tofauti**

MAMBO YA KUFANYA KUBORESHA AKILI HISIA KAZINI

- ✓ Sikiliza kabla ya kujibu
- ✓ Fikiria kabla ya kuzungumza
- ✓ Heshimu hisia za wengine
- ✓ Kubali kurekebishwa
- ✓ Tuliza hasira kabla ya kuchukua hatua
- ✓ Wasiliana kwa hekima
- ✓ Dhibiti lugha na matendo yako

MAMBO YA KUACHA ILI KUBORESHA AKILI HISIA KAZINI

- X Kufoka kazini**
- X Kujibu kwa hasira**
- X Kudhalilisha wengine**
- X Kuamua ukiwa na hasira kali**
- X Kutafsiri kila jambo binafsi**
- X Kubeba chuki kazini**
- X Kulipiza kisasi**

NGUVU YA KUJITAMBUA

Kujitambua ni uwezo wa:

- Kujielewa vizuri
- Kutambua tabia zako
- Kutambua namna unavyofikiri
- Kutambua namna unavyoitikia changamoto

FAIDA ZA KUJITAMBUA

Mtumishi anayejiambua

- Huwa makini kwenye maamuzi
- Hujirekebisha kwa urahisi
- Huheshimu wengine
- Hujiamini kwa usahihi
- Hujenga mahusiano bora
- Huepuka migogoro isiyo ya lazima

NAMNA YA KUJIJUA ZAIDI

Jiulize:

- Ninakasirika kwa nini?
- Ni mazingira gani hunifanya nipoteze utulivu?
- Watu wananionaje?
- Ninasikiliza wengine?
- Nina uwezo wa kupokea maoni?
- Tabia gani zinanizuia kufanikiwa?

VIKWAZO VYA KUJITAMBUA

- Kiburi
- Kutopenda kukosolewa
- Kujiona mkamilifu
- Kukataa ushauri
- Kuishi kwa mazoea
- Kutafakari kidogo

TAFAKARI BINAFSI:

Ni tabia gani unahitaji kubadilisha?

Ni hisia zipi hukusumbua zaidi?

Ni jambo gani likibadilika kwako litaboresha utendaji wako?

KUTHIBITI HISIA

Maana ya Kuthibiti Hisia ni Uwezo wa

- Kutulia kabla ya kutenda
- Kusimamia hasira
- Kudhibiti maneno
- Kuepuka maamuzi ya jazba

ATHARI ZA KUSHINDWA KUDHIBITI HISIA

Kuvunjika kwa mahusiano

Kushuka kwa heshima

Maamuzi mabaya

Migogoro kazini

Kushuka kwa utendaji

Kuongezeka kwa msongo wa mawazo

NAMNA YA KUDHIBITI HISIA

1. Tulia kwanza

Usijibu haraka ukiwa na hasira.

2. Sikiliza kwa makini

Usikate kauli kabla ya kuelewa.

3. Tumia lugha nzuri

Maneno yanaweza kujenga au kubomoa.

4. Dhibiti sauti na mihemko

Utulivu ni nguvu ya kiongozi.

5. Epuka maamuzi ya hasira

Hasira hupunguza hekima.

6. Jifunze kusamehe

Kusamehe huondoa mzigo wa kihisia.

MAMBO YA KUFANYA ILI KUDHIBITI HISIA

- ✓ Vuta pumzi kabla ya kujibu
- ✓ Omba muda wa kutulia
- ✓ Tafuta suluhisho badala ya lawama
- ✓ Jifunze kusikiliza
- ✓ Weka mipaka ya mawasiliano

MAMBO YA KUACHA ILI KUWEZA KUDHIBITI HISIA

- X Kufoka mbele za watu**
- X Kutuma ujumbe ukiwa na hasira**
- X Kutoa vitisho**
- X Kulumbana mbele ya hadhara**
- X Kutumia lugha ya kudhalilisha**

UELEWA WA HISIA ZA WENGINE (EMPATHY)

Maana yake ni uwezo wa

- Kuelewa hisia za wengine
- Kujali hali zao
- Kujiweka kwenye nafasi yao

UMUHIMU WA “EMPATHY” KAZINI

Huongeza mshikamano

Huboresha ushirikiano

Hupunguza migogoro

Huongeza heshima

Huboresha huduma kwa wananchi

NAMNA YA KUONYESHA “EMPATHY”

- ✓ Sikiliza bila kukatiza
- ✓ Tumia lugha ya heshima
- ✓ Heshimu tofauti za watu
- ✓ Toa msaada inapowezekana
- ✓ Epuka hukumu za haraka

AKILI HISIA NA MAWASILIANO BORA

Uhusiano wa Hisia na Mawasiliano

Watu wengi hawakasirishwi na ujumbe pekee bali:

- Namna ulivyosema
- Sauti uliotumia
- Lugha ya mwili
- Mtazamo uliouonyesha

KANUNI ZA MAWASILIANO YA KIHISIA

- 1. Sikiliza kwa makini**
- 2. Heshimu maoni ya wengine**
- 3. Tumia lugha ya staha**
- 4. Dhibiti hisia wakati wa majadiliano**
- 5. Jibu kwa hekima si kwa jazba**

AKILI HISIA, UONGOZI NA UTUMISHI WENYE THAMANI

Mtumishi Mwenye Thamani ni mtumishi ambaye:

- Ana nidhamu
- Ana maadili
- Ana ushirikiano
- Ana uwezo wa kujiongoza
- Anawajibika
- Anadhibiti hisia zake
- Anatoa huduma bora

SIFA ZA MTUMISHI MWENYE AKILI HISIA KUBWA

- ✓ Hutulia kwenye changamoto
- ✓ Huwaheshimu wengine
- ✓ Hutatua migogoro kwa hekima
- ✓ Huwa mfano mzuri
- ✓ Hujenga mazingira mazuri ya kazi
- ✓ Hupokea mrejesho vizuri

AKILI HISIA NA DIRA YA TAIFA 2050

Dira ya Taifa 2050 inahitaji:

- Watumishi **waadilifu**
- Wenye **ubunifu**
- Wenye **ushirikiano**
- Wenye **uwajibikaji**
- Wenye **uwezo wa kufanya kazi kwenye mazingira yenye changamoto**

AKILI HISIA NA DIRA YA TAIFA 2050

Akili hisia ni msingi muhimu wa kujenga:

- Utendaji wenye matokeo
- Huduma bora kwa wananchi
- Taasisi imara
- Taifa lenye maendeleo endelevu

MSONGO WA MAWAZO KAZINI

Mazingira yanayochangia msongo wa Mawazo kazini

- Presha ya kazi
- Migogoro kazini
- Muda mdogo
- Majukumu mengi
- Changamoto binafsi
- Kukosa mapumziko

NAMNA YA KUPAMBANA NA MSONGO

- ✓ Panga kazi zako vizuri
- ✓ Omba msaada inapobidi
- ✓ Pumzika vya kutosha
- ✓ Epuka kubeba mambo moyoni
- ✓ Fanya mazoezi
- ✓ Jifunze kuzungumza na watu sahihi

GENERAL HINTS ON HOW TO IMPROVE YOUR MENTAL WELL BEING

Cultivate **GRATITUDE**.

Learn to forgive and have less expectations

Cultivate **Love and care** for one another

Find more reasons to **smile**

Be in the **company of right friends**

Improve and invest on your love life

Engage your yourself into **relaxing activities** /me time (Adventures)

Interface with **art** (Music, Drawings)

**YOU CAN ALSO CHOOSE TO TAKE SOME OF THE
FOLLOWING STEPS TO IMPROVE YOUR LIFE
JOURNEY**

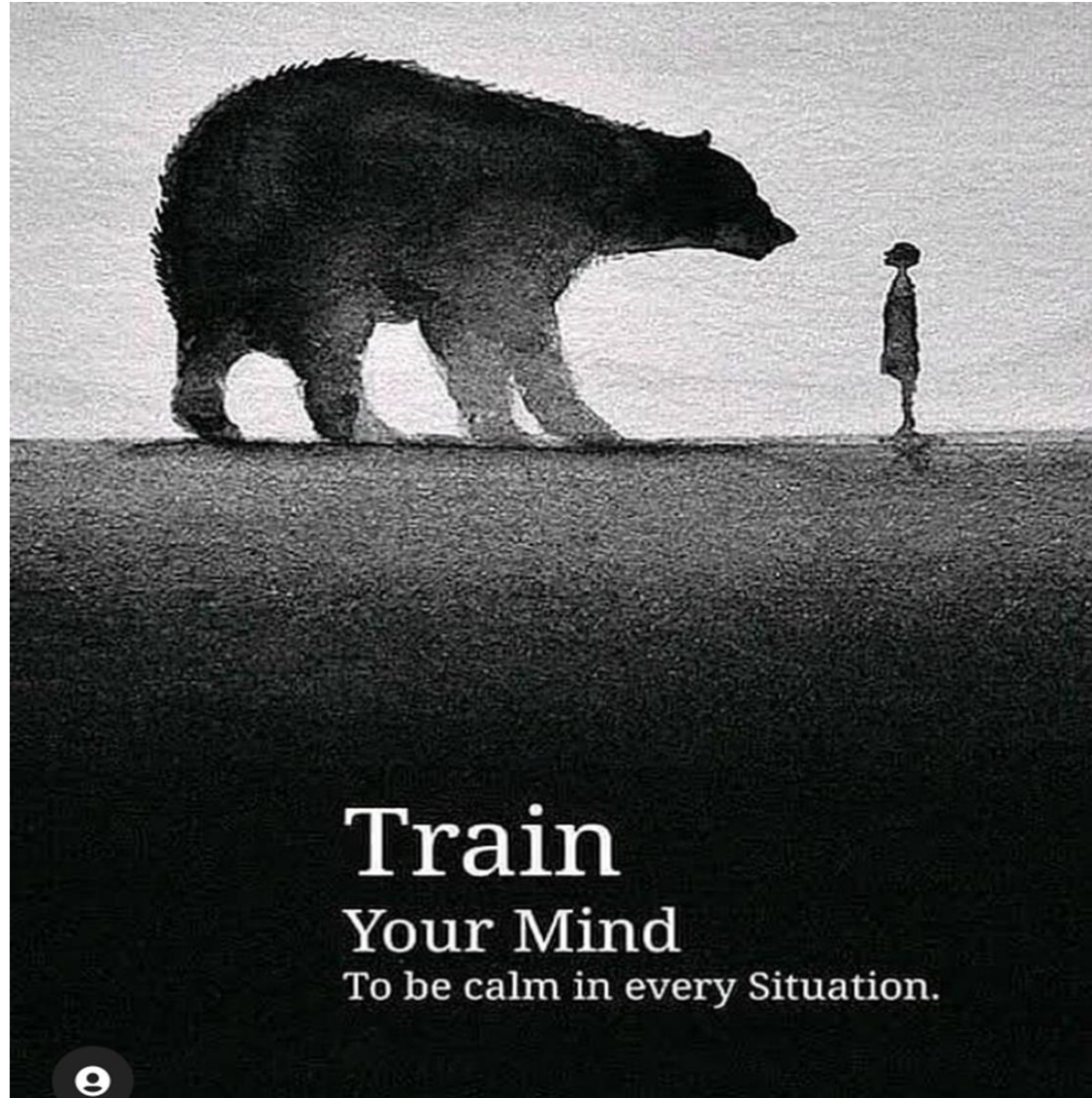
DROP THE EGO



**NEVER BE SO OVER-CONFIDENT
IN YOUR LIFE.
REMEMBER, TITANIC HAD A TAG
"THE UNSINKABLE SHIP" ON IT
AND THE REST IS HISTORY**

BE CALM

Acha Papara,
Acha kulipuka lipuka

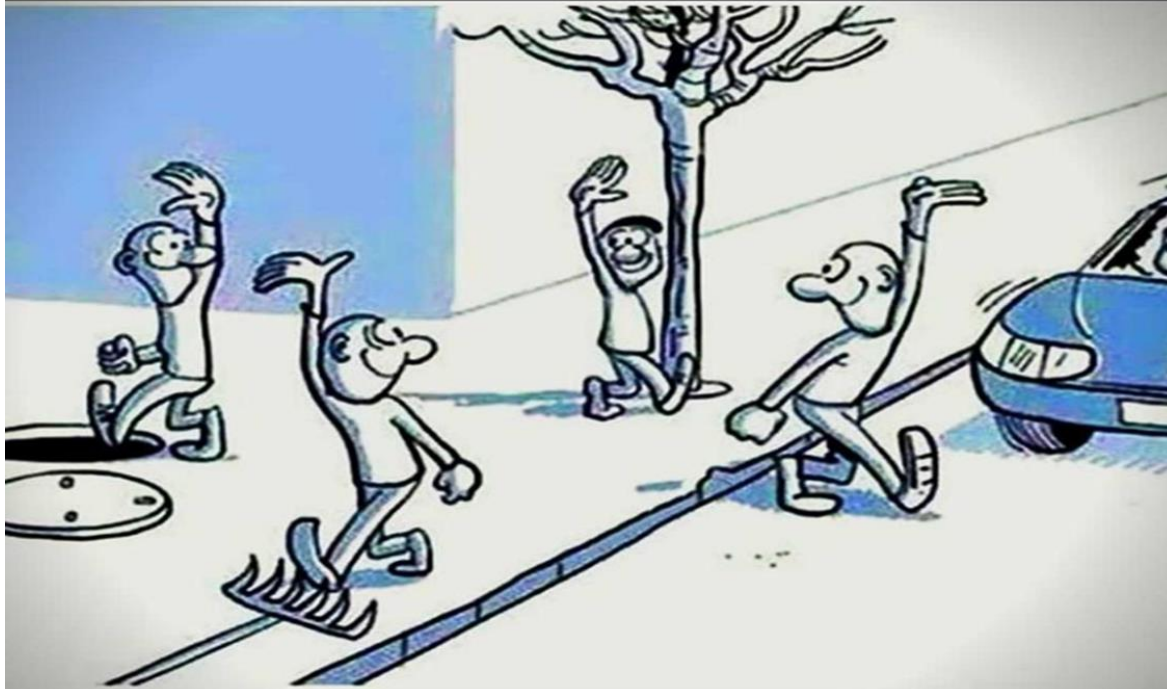


BE A TEAM PLAYER



APPRECIATE OTHERS

APPRECIATE EVERY MOMENT
BECAUSE YOU NEVER KNOW WHEN
IT'S THE LAST MOMENT.



ALWAYS BE GRATEFUL

SUCCESS
FLARE . CO

DEVELOP EMOTIONAL CONTROL



YOU ATTRACT MORE OPPORTUNITIES

Once you are **calm**, because no one wants to deal with people who lack **emotional control**.

TREAT OTHERS WELL

**You will never understand the damage
you did to someone until the same thing
is done to you.**



That's why I am here.

- Karma

CELEBRATE OTHERS



CONTROL YOUR APPETTITE ON



SEX

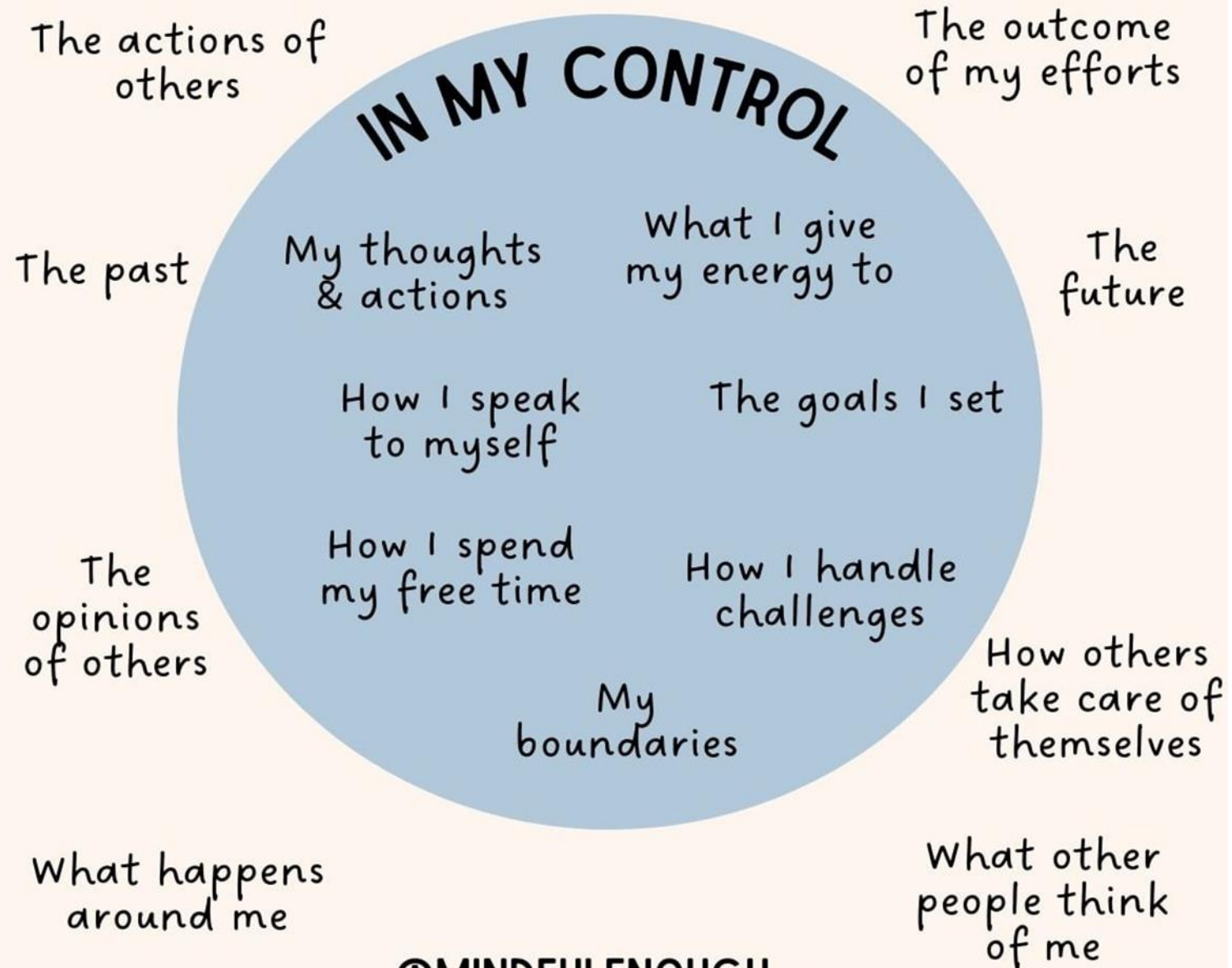
ALCOHOL

FOOD

MONEY

POWER

OUT OF MY CONTROL



@MINDFULENOUGH__

LOVE OTHERS



CARE FOR EACH OTHER

UBUNTU



I AM BECAUSE YOU ARE





ENJOY NATURE



HAVE FUN



ISHI MAHALI PASAFIII.....



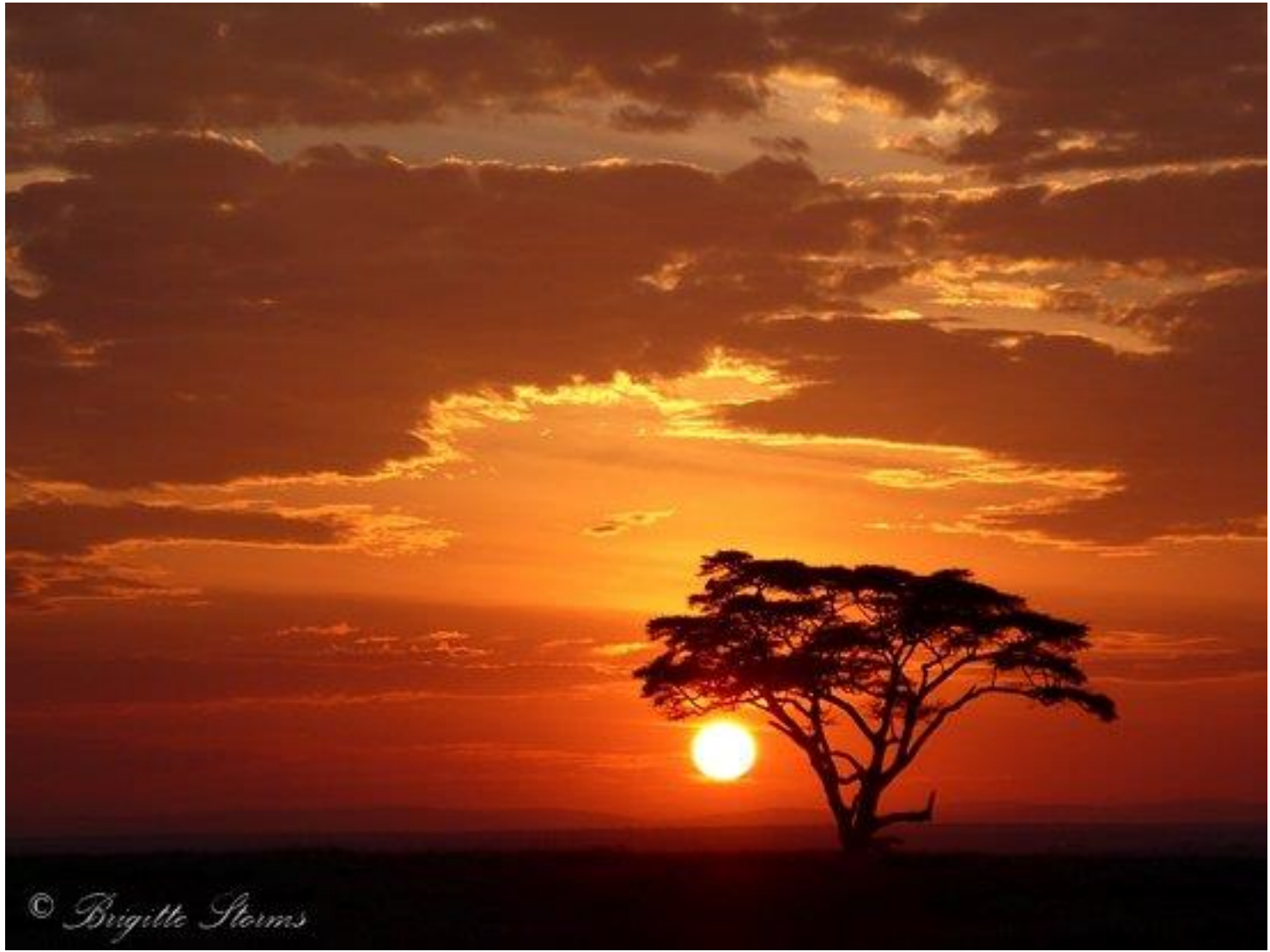
RELAX AND TAKE IT EASY...




DO SOMETHING ADVENTUROUS







© *Brigitte Storms*



Do what you need
to do and enjoy
life as it happens.

John Scalzi

BrainyQuote

**CHOOSE
LOVE**

HITIMISHO

Akili hisia si udhaifu bali ni nguvu kubwa ya kitaaluma na kiuongozi.

Mtumishi mwenye uwezo wa:

Kujitambua

Kudhibiti hisia

Kuwaheshimu wengine

Kuwasiliana vizuri

Kusimamia changamoto kwa hekima huwa **mtumishi mwenye thamani kubwa** kwa taasisi na taifa.

HITIMISHO

Katika safari ya kuelekea Dira ya Taifa 2050:

Tunahitaji **watumishi wenye**

akili,

weledi,

maadili, na

**uwezo mkubwa wa kusimamia hisia zao kwa
manufaa ya taifa.**

KUMBUKA NA ONDOKA NA HAYA KWAMBA

“Hisia zisiposimamiwa, zinaweza kusimamia maisha yako.”

“Utulivu wa akili ni nguvu ya uongozi.”

“Kujitambua ni mwanzo wa kujibadilisha.”

“Mtumishi mwenye akili hisia hujenga taasisi yenye heshima.”

“Dira ya Taifa inaanza na nidhamu binafsi ya kila mtumishi.”

SESSION FACILITATED BY:

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