

HOW'S YOUR EMOTIONAL
INTELLIGENCE?

What is Emotional Intelligence?

Emotional Intelligence (EQ or EI) is a term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

*Drs. Travis Bradberry and Jean Greaves, **Emotional intelligence 2.0***

Emotional Intelligence

- 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

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

Social Competence

- **Social competence** is made up of your social awareness and relationship management skills;
 - Ability to understand other people's moods, behavior, and motives in order to improve the quality of relationships.
 - **Social-Awareness:** ability to accurately pick up on emotions in other people and understand what is really going on.
 - **Relationship Management:** ability to use awareness of own emotions and others' emotions to manage interactions successfully.

WHAT I SEE

WHAT I DO

**PERSONAL
COMPETENCE**

**SELF-
AWARENESS**

**SELF-
MANAGEMENT**

**SOCIAL
COMPETENCE**

**SOCIAL
AWARENESS**

**RELATIONSHIP
MANAGEMENT**



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Emotional intelligence is made up of four core skills.

Emotional Intelligence Competencies and Domains

- Within the four domains are twelve EI competencies
- Learned and learnable capabilities that allow outstanding performance at work or as a leader.
 - ▣ Emotional Self-Awareness, Emotional Self-Control, Adaptability, Achievement Orientation, Positive Outlook, Empathy, Organizational Awareness, Influence, Coach & Mentor, Conflict Management, Teamwork and Inspirational Leadership.

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

Emotional Intelligence Competencies and Domains

- In order to excel, leaders need to develop a balance of strengths across the suite of EI competencies. When they do that, excellent business results follow.

Impact of Emotional Intelligence

- Emotions can drive our behavior and impact people (positively and negatively)
- We can learn how to manage those emotions – both our own and others – especially when we are under pressure.

Impact of Emotional Intelligence

- Research points to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.
- Researchers have shown that our success at work or in life depends on Emotional Intelligence 80% and only 20% of intellect.



A Venn diagram with three overlapping circles. The top-left circle is light green and contains the text 'IQ'. The top-right circle is yellow and contains the text 'EQ'. The bottom circle is blue and contains the text 'PERSONALITY'. A dark green silhouette of a person is centered in the intersection of the three circles. A small white rectangular box with the text '© TALENTSMART' is located on the right side of the diagram, overlapping the yellow and blue circles.

IQ

EQ

PERSONALITY

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Emotional intelligence is an essential part of the whole person.

Emotional Intelligence, IQ and Personality

- **Emotional Intelligence, or emotional quotient (EQ)**, is an individual's ability to identify, evaluate, control, and express emotions.
 - ▣ People with high EQ usually make great leaders and team players because of their ability to understand, empathize, and connect with the people around them.
- **IQ, or intelligence quotient**, is score derived from one of several standardized tests designed to assess an individual's intelligence.
 - ▣ IQ is used to determine academic abilities and identify individuals with off-the-chart intelligence or mental challenges.
- EQ is a better indicator of success in the workplace and is used to identify leaders, good team players, and people who best work by themselves.

Emotional Intelligence, IQ and Personality

- Emotional intelligence taps into a fundamental element of human behavior that is distinct from our intellect.
- There is no known connection between IQ and emotional intelligence; emotional intelligence can't be predicted based on how smart someone is.
- While our intellect help us to resolve problems, to make the calculations or to process information, emotional intelligence allows us to be more creative and use our emotions to resolve our problems.

Emotional Intelligence, IQ and Personality

- Intelligence is our ability to learn, and it's the same at age 15 as it is at age 50.
- Emotional intelligence is a flexible set of skills that can be acquired and improved with practice.
- Although some people are naturally more emotionally intelligent than others, we can develop high emotional intelligence even if we aren't born with it.

Emotional Intelligence, IQ and Personality

- Personality is the stable “style” that defines each of us. Personality is stable over a lifetime and doesn’t change.
- Personality is the result of hard-wired preferences, such as the inclination toward introversion or extroversion.
- Personality can’t be used to predict emotional intelligence.

Emotional Intelligence, IQ and Personality

- Emotional awareness is best inculcated from an early age by encouraging qualities like sharing, thinking about others, putting oneself in another person's shoes, giving individual space and the general principles of cooperation.
- IQ is more of a genetic make, but there are several ways to tap an individual's IQ to its highest potential through brain-food and mental ability exercises like puzzles, lateral thinking problems, and problem-solving techniques that make you think outside the box.



Emotional intelligence is the foundation for critical skills.

Link to Performance

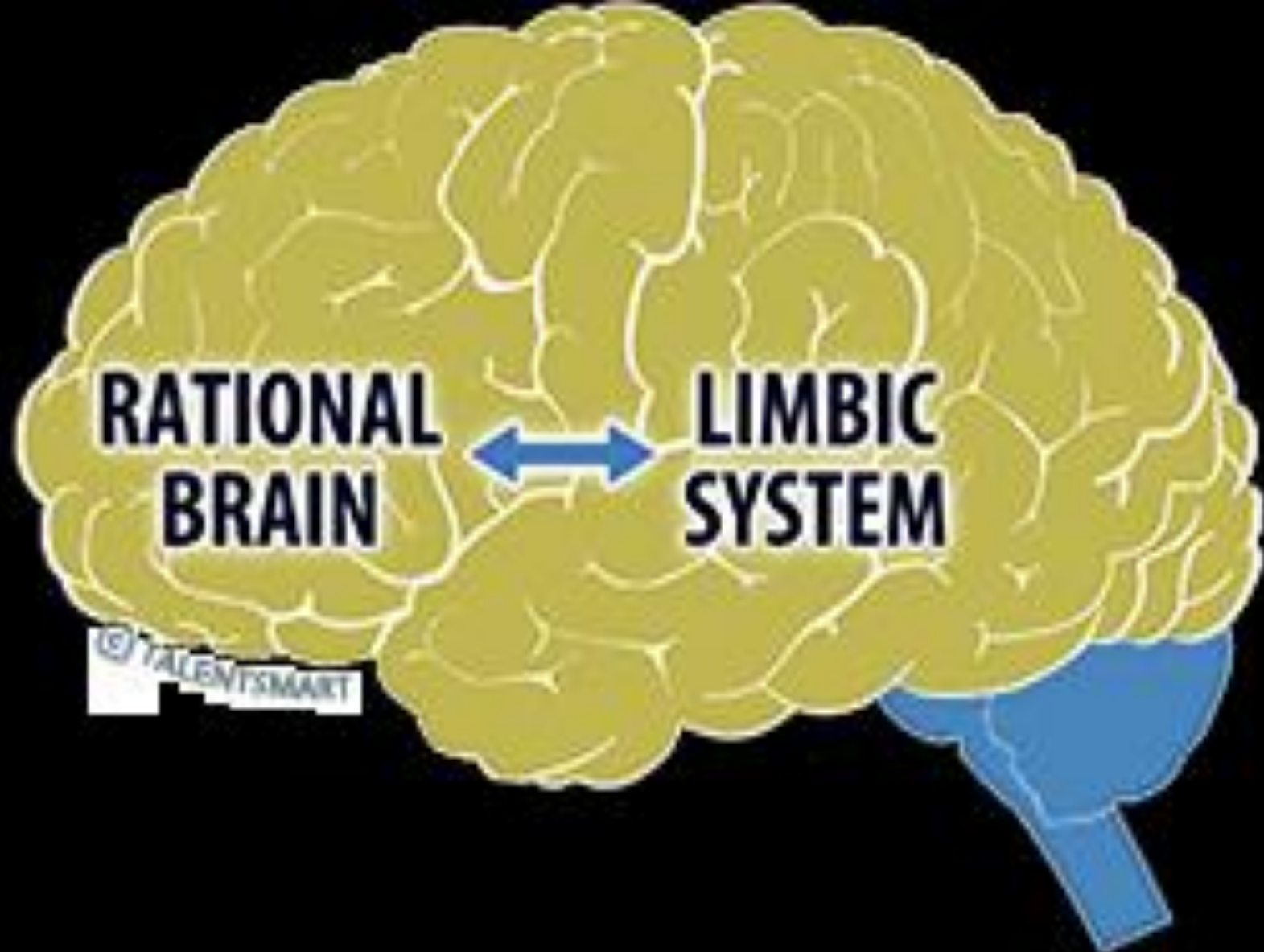
- Emotional intelligence has great impact on professional success.
- Research shows emotional intelligence, when tested alongside 33 other important workplace skills, is the strongest predictor of performance, explaining a full 58% of success in all types of jobs.

Link to Performance

- Research indicates 90% of top performers are also high in emotional intelligence.
- Just 20% of bottom performers are high in emotional intelligence.
- Generally speaking, people with a high degree of emotional intelligence make 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.

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.



Emotional intelligence is a balance between the rational and emotional brain.

Brain Science

“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.

Brain Science

- Neo Cortex
 - Working memory
 - Thinking or learning brain.
 - Controls language, thought, reasoning
 - Information is conscious

Brain Science

- Limbic System
 - Emotional center
 - Judgments, values, emotional memory
 - Information is sub-conscious
 - Amygdala
 - Part of Limbic System, at the end of the hippocampus
 - Responsible for the response and memory of emotions, especially fear

Brain Science

- Basal Ganglia
 - ▣ Instinctual center
 - ▣ Responsible primarily for motor control, motor learning, executive functions and behaviors, and emotions.
 - ▣ Information is unconscious

Brain Science

- EQ vs. IQ
 - ▣ We feel before we think
- To build self-awareness, we must strengthen our conscious connection to *all three* brain regions.

Brain Science

- Attempts to develop self-awareness fail because they only target the neocortex (thoughts, beliefs, biases).
- Our goal is to become more conscious of what's driving our behavior.
- Increase our sensitivity to our emotions and instincts—the information we rarely access with our conscious mind.
 - ▣ Explore our thoughts, beliefs, and biases with greater results.

Brain Hijack

<https://www.youtube.com/watch?v=92G6qipTFYk#action=share>

Strategies

- 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.

Strategies

- Enhance your EQ and help you make a positive impact in the workplace and beyond.
- Self-Awareness is key.
 - Pay more attention to your emotions on a daily basis.
 - Improve your non-verbal communication and become sensitive to that of others.
 - Practice empathy.
 - Exercise self-regulation.
 - Sharpen your social skills.

Resources/References

- <http://www.talentsmart.com/about/emotional-intelligence.php>
- Daniel Goleman, Co-Director of the Consortium for Research on Emotional Intelligence in Organizations at Rutgers University
- Harvard Business Review, hbr.org/2017/02
- <http://ww2.kqed.org/news/>