

Emotional Intelligence NOW

Job Assistance Ministry July 15, 2020

Agenda

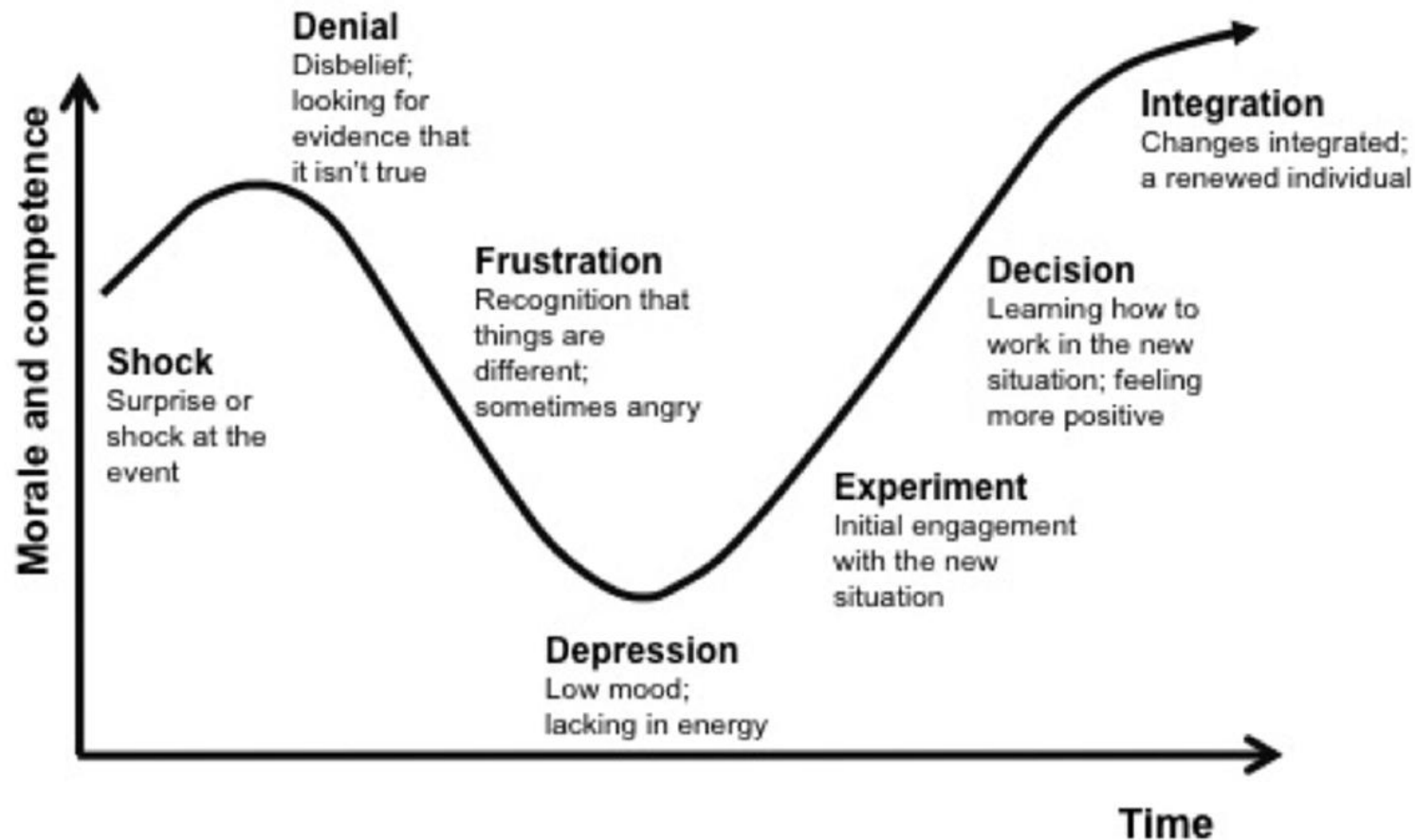
Change Curve

Emotional Intelligence
(EI) Defined

That COVID Feeling

Focus on Self Awareness

The Kübler-Ross change curve



Your Experience

- ▶ Think about a change you've experienced
- ▶ What worked well?
- ▶ What was challenging?



Defining Emotional Intelligence (EI)

The ability to motivate oneself and persist in the face of frustrations

Control impulse and delay gratification

Regulate one's moods and keep distress from swamping the ability to think

Empathize and to hope

- Daniel Goleman, Emotional Intelligence



DR. SHELDON COOPER

"You can't have a rational argument with this man"

5 Basic
Emotional and
Social
Competencies

Self-awareness

Self-regulation

Motivation

Empathy

Social Skills

What EI is not

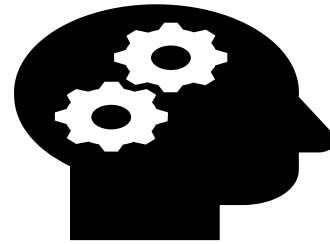
Merely “being nice”

Giving free rein to feelings

Impacted by gender

‘Fixed’, it can continue to develop

Our Two Minds



Emotional Mind

- Impulsive
- Powerful
- Sometimes Illogical

Rational Mind

- Awareness
- Thoughtful
- Able to ponder and reflect

First Came
Feelings,
Then Came
Thoughts

The emotional brain
existed long before
there was a rational
brain

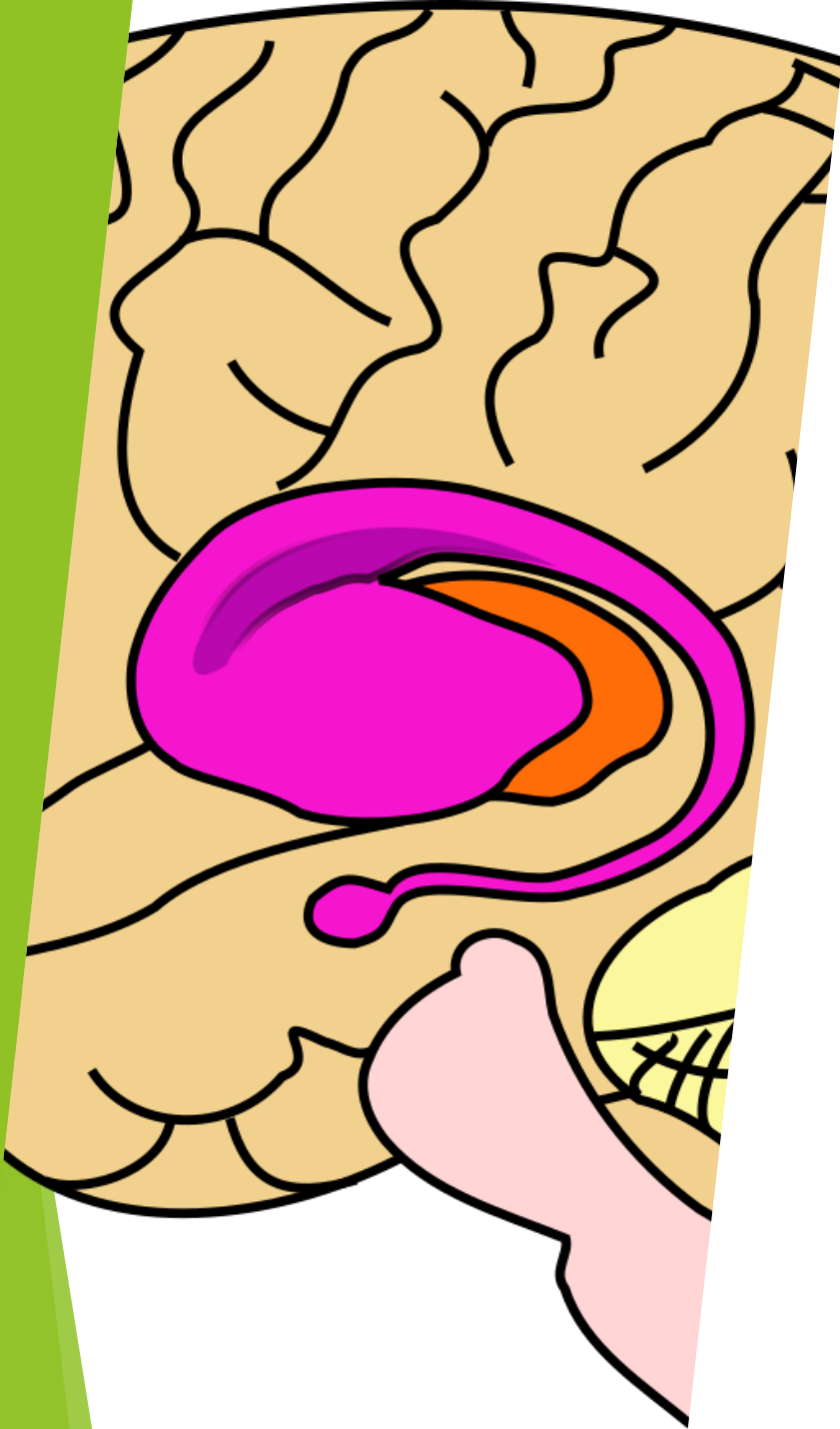
As we evolved, the brain
became more complex,
ultimately allowing for
learning and memory

Evolved
Human Brain

*We have the
ability to have
feelings about
our feelings*

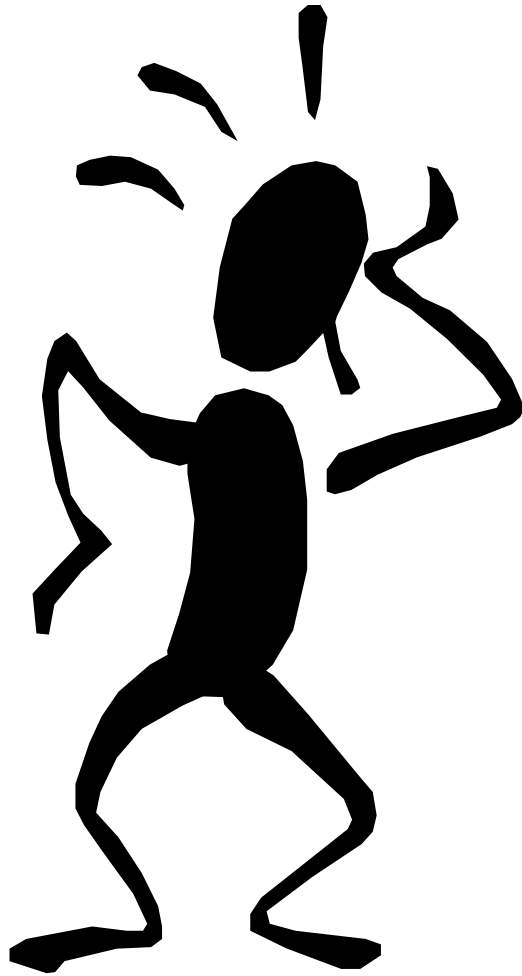
The Equipment





Amygdala

- ▶ Emotional matters specialist
- ▶ Emotional memory storehouse



Emotional Hijacking

Emotional Intelligence Bottom Line

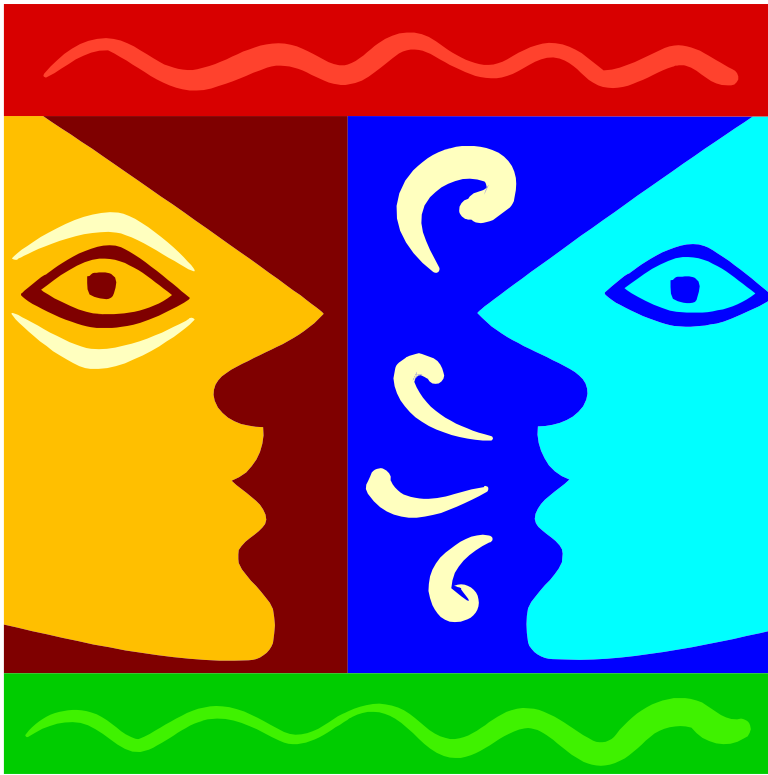
EI skills are essential to
our success

EI skills can be *learned*

Success in work and life
depends upon interactions
with others

Evaluating your ▶ EI

A tongue in cheek exercise



How Sharp are Your Soft Skills?

By Kathy Simmons

That COVID Feeling

Loss of....

Certainty

Sense of
safety

Predictability

Normalcy

Control of
our lives

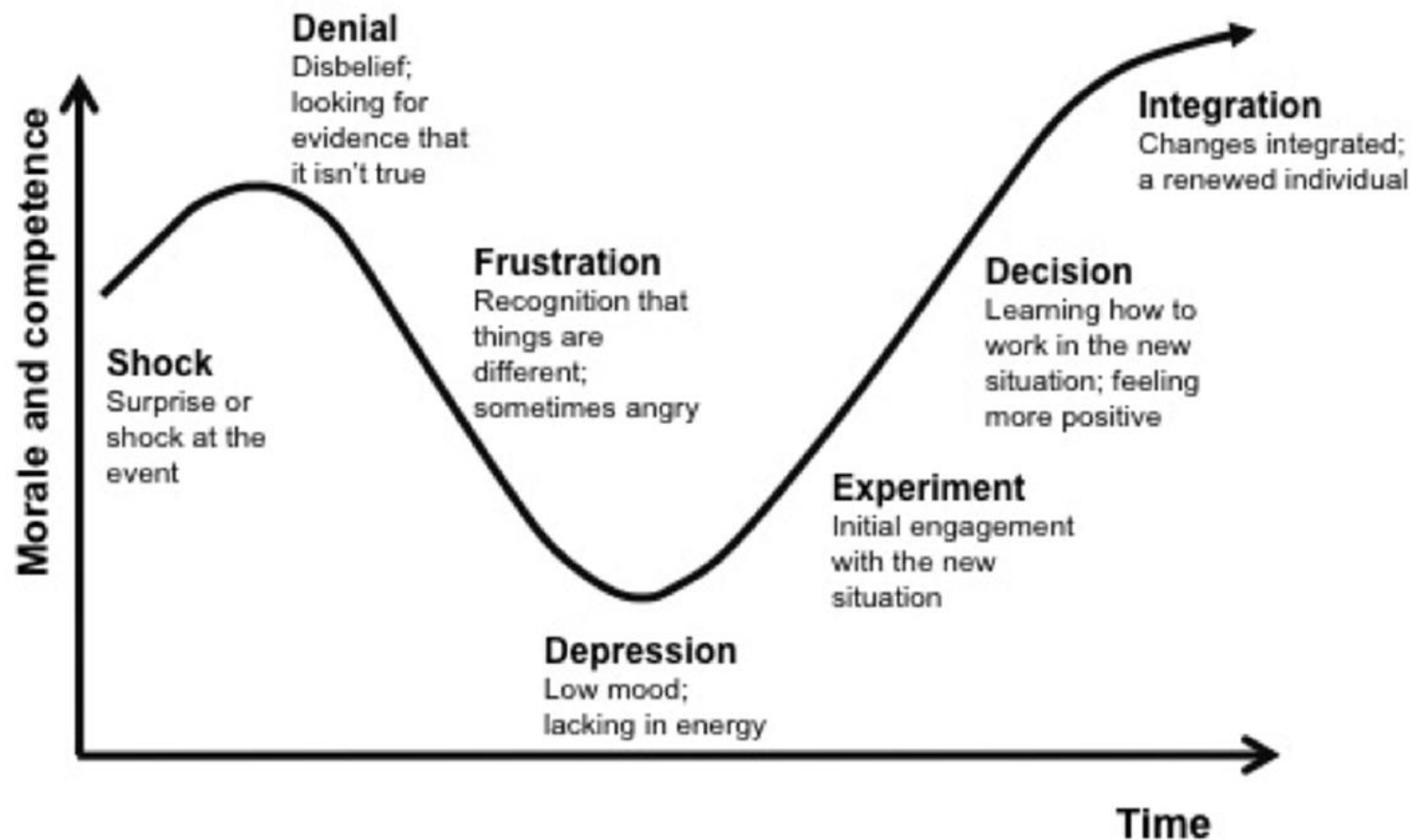
Connection

Routine

Could it be Grief?

- ▶ The world as we know it has changed
- ▶ We know it's temporary but there is no end in sight
- ▶ Uncertainty about what the future holds
- ▶ Our primitive mind knows something bad is happening, but we can't see it

The Kübler-Ross change curve



Self Awareness in Detail

Self- awareness

Your ability to recognize and understand your emotions as they happen and to know your general tendencies for responding to different people and situations.



Self-Awareness Strategies

- ▶ Quit treating your feelings as good or bad
- ▶ Observe the ripple effect from your emotions
- ▶ Lean into your discomfort
- ▶ Feel your emotions physically
- ▶ Know who and what pushes your buttons



Self-Awareness Strategies

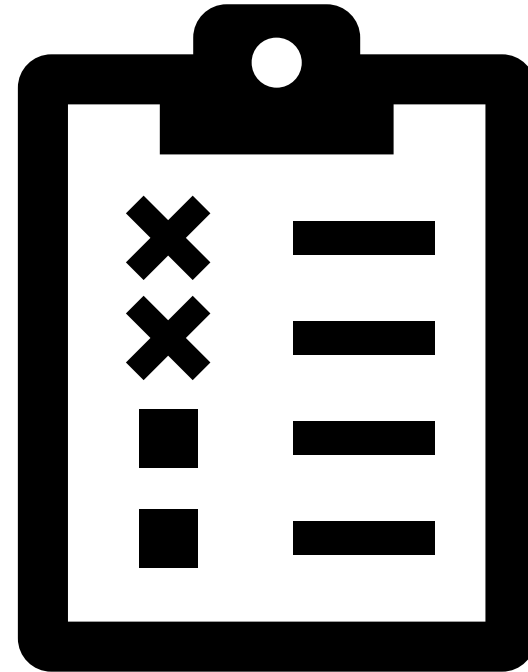
Watch	Watch yourself like a hawk...
Keep	Keep a journal about your emotions
Don't be	Don't be fooled by a bad mood
Don't be	Don't be fooled by a good mood either
Stop and ask	Stop and ask yourself why you do the things you do

Self-Awareness Strategies

Visit	Visit your values
Check	Check yourself
Spot	Spot your emotions in Books, Movies and Music
Seek	Seek feedback
Get	Get to know yourself under stress

Consider an Assessment

► <https://www.theoetherkindofsmart.com/ei-quiz>



TIME

“Life is change; growth
is optional. Choose
wisely.”

- Karen Kaiser Clark

Questions?



Sources

- ▶ Emotional Intelligence, Daniel Goleman
- ▶ Working with Emotional Intelligence, Daniel Goleman
- ▶ Emotional Intelligence 2.0, Travis Bradberry & Jean Greaves
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- ▶ <https://www.talentsmart.com/blog/>; Understanding Self-Awareness - Inside and Out
- ▶ <https://www.fastcompany.com/90494808/5-reasons-we-need-emotionally-intelligent-leaders-in-times-of-crisis>
- ▶ <https://www.cnn.com/2020/04/15/health/grief-loss-coronavirus-pandemic-wellness/index.html>
- ▶ <https://www.forbes.com/sites/chrisopherrim/2020/04/24/bren-brown-and-mark-bracket-on-emotional-intelligence-during-a-pandemic/#5501527dc0ae>
- ▶ <http://www.thegladiator.info/articles/simmons-hsayss.phtml> - HOW SHARP ARE YOUR SOFT SKILLS?, By Kathy Simmons
- ▶ <http://www.nextcareer.info/emotional-intelligence> - An emotionally intelligent career transition, by Mitch McCrimmon
- ▶ <https://www.theotherkindofsmart.com/ei-quiz>