EXPLORING EMOTIONAL INTELLIGENCE

Lizza Robb, MSW
EMOTIONAL INTELLIGENCE

WHAT YOU SEE

Self-Awareness

- Emotional self-awareness

Social Awareness

- Empathy
- Organizational Awareness

WHAT YOU DO

Self-Management

- Achievement Orientation
- Adaptability
- Emotional Self-control
- Positive Outlook

Relationship Management

- Coach and Mentor
- Conflict Management
- Influence
- Inspirational leadership
- Teamwork

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SELF-AWARENESS

Being fully aware of your own emotions and how they impact your behavior and performance

Knowing your strengths and limitations, informed by being open to feedback

Knowing your patterns, triggers and defensive routines—how other people’s emotions and behaviors impact you.

Feeling comfortable with yourself and walking your talk

Competency: Emotional Self-awareness
SELF-MANAGEMENT

Paying attention to how your behaviors impact others

Keeping disruptive emotions under control

Consciously triggering positive emotional attractors—optimism, hope, passion

Seeking and creating conditions for yourself to be at your best

Behaving in ways that are consistent with the emotional tone of the situation

Holding an ongoing “inner conversation” and being intentional about your self talk

Competencies: Positive Outlook; Achievement Orientation; Adaptability; Emotional Self-control
SOCIAL-AWARENESS

True empathy and compassion; fully listening to what others need to succeed

Recognizing and acting on the social undercurrents: people’s emotions, beliefs, and drives; culture, relationships, and group dynamics

Paying attention to how your department or team fits in with the larger context

Picking up on cues in various contexts with different audiences (e.g., meetings, when presenting, with stakeholders)

Competencies: Empathy; Organizational Awareness
RELATIONSHIP MANAGEMENT

A knack for finding common ground with people

Committed to helping people improve and meet their own goals; creating optimal conditions for desired outcomes

Excellent at persuading and collaborating

Alignment between what you say and do: Trust

Competencies: Inspirational leadership; Teamwork; Coach and Mentor; Influence; Conflict Management
IT’S COMMON SENSE, BUT NOT COMMON PRACTICE.

“While these ideas may be self-evident, they are not self-executing.”

- President Obama

WHY?
MYTH: YOUR MOOD DOESN’T MATTER

TRUTH: EMOTIONS ARE CONTAGIOUS

We are a social species

We are at our best when we have strong connections with others
WHY DID/DO WE LIVE IN GROUPS?
An Amygdala Hijack is an immediate and overwhelming emotional response out of proportion to the stimulus because it has triggered a more significant threat.

A trigger goes directly to the thalamus, which signals the amygdala to react with fight, flight or freeze.

This all happens before the signal reaches the rational brain.
EMOTIONS ARE CONTAGIOUS

Emotions spread irresistibly whenever people are near each other.

Emotions are an “open loop” system;
mirror neurons

The Cognitive Structure of Emotions, by Andrew Ortony, Gerald L. Clore, Allan Collins
The Emotional Brain, by Joseph E. Ledoux
## KEEPING APERTURES OPEN

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<thead>
<tr>
<th>OPEN</th>
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<tr>
<td>Hope</td>
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- Hope, Joy, Compassion, Excitement, Opportunity, Challenge, Calm, Safety, Pride, Awe, Love, Respect, Trust, Gratitude
- Fear, Resentment, Cynicism, Impatience, Mistrust, Hate, Overwhelm
- Anger, Jealousy, Chronic stress and anxiety, Frustration, Forced compliance, Disdain or contempt
HOW I WANT TO BE EXPERIENCED BY OTHERS

What are the two words you would most hope people would use to describe you (at work)?

What specific, observable behaviors demonstrate this quality?

What behaviors undermine this quality?

What might get in the way for you?
KNOW YOUR TRIGGERS

Think about a time when your response to a person or situation was out of proportion and/or irrational.

What happened?

What catalyst of triggers set it off?

How did you feel in the moment? What were your emotions? What were your physical sensations connected with those emotions?

What was your reaction to the situation?

What were the consequences of your reaction?
SELF-MANAGEMENT STRATEGIES

Be aware of your triggers, over time work to deconstruct them.

Keep your inner conversation active—track your emotions so you’re not caught off guard.

When your emotions are high, slow down and take a beat before responding.

Keep your higher goals in mind, don’t allow yourself to get distracted or triggered and taken off track.

Take full responsibility if you do lose your cool—say you’re sorry. Talk it through with the person and allow them to give you feedback about how it affects them.
TIPS TO QUICKLY BOOST YOUR MOOD

Remember that moods are temporary; don’t attribute significance.

Change your physical position
- Posture
- Expression
- Move your body

Do something uplifting
- Watch an uplifting video (Check out sites like Upworthy.com, DailyGood.org or ActionforHappiness.org; watch a funny clip)
- Music
- Talk with a friend

Change your setting
- Move to a different room
- Go outside

Express gratitude (especially in writing)
GRATITUDE

PRACTICE