Emotional Intelligence

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Emotional Intelligence

• What is it?
• Why does it matter to me?
• What can I do with it?

Emotional Intelligence (EI) is a concept that relates to how we manage ourselves and how we relate to others.

Defined

The ability to perceive and express emotion,
Assimilate emotion in thought,
Understand and reason with emotion, and
Regulate emotion in self and others…

(Mayer, Salovey and Caruso)
Emotional Intelligence- A.K.A
• Executive Competencies
• Interpersonal Communication
• Relationship Management
• Social Intelligence
• Leadership Development

What it is not
• Achievement
• Aptitude
• Cognitive intelligence (IQ)
• Personality
• Static-changes over time
• Vocational interest

IQ vs EQ

<table>
<thead>
<tr>
<th>IQ</th>
<th>EQ</th>
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<tbody>
<tr>
<td>Cognitive, intellectual, logical, analytical, and rational abilities</td>
<td>Emotional, social, communicative, and relational abilities</td>
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<tr>
<td>Personal information bank-memory, vocabulary, etc.</td>
<td>Grasping own as well as others' wants and needs</td>
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<td>Gauges how well one acquires and organizes new knowledge</td>
<td>Gauges how well one copes with environmental demands and pressures</td>
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Four EQ Skills

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<tr>
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<th>SOCIAL COMPETENCE</th>
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<td>What I Do</td>
<td>Self Management</td>
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**PERSONAL COMPETENCE**

- **What I See**
- **Self Awareness**

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

**PERSONAL COMPETENCE**

- **What I Do**
- **Self Management**

Using awareness of your emotion to choose what you say and do in order to positively direct your behavior.
SOCIAL COMPETENCE

• What I See
  • Social Awareness

Understanding where the other person is coming from whether you agree or not

SOCIAL COMPETENCE

• What I do
  • Relationship Management

Using awareness of other persons’ emotions to choose what you say and do in order to positively direct your behavior

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EQ and outcome connection

A cross section of emotional and social competencies that determine how well we understand and express ourselves, understand and relate with others, and cope with daily demands and pressures.

Factors: Emotional, Social, Relational, Communicative,
Identify: Knowledge, Skills, Attitudes, and Values

The Bar-On model (associated with the EQ-i assessment)

How will this help me (and others) succeed?

We want to be successful in our living, working, learning, and social interactions with self and others.
Success may be…

- a level of **social status**
- achievement of an **objective/goal**
- the opposite of **failure**
- a successful performance or achievement
- the overall ability to set and achieve your personal and professional goals
- Ultimately the satisfaction of our basic human needs

Exercising your EI can help you

- Enhance better communication
- Improve personal relations
- Promote better work environment
- Coach others
- Manage change
- Deal with conflict
- Improve productivity
- Build teams
- Select and promote leaders
- Retain employees
- Improve service, benefits, outcomes, & returns to self and others, organization, and stakeholders

The Bottom Line

*(Ospina and Yaroni)*

Moving from Mandated to Genuine Cooperation:

- The new line manager must be more people oriented
- Coaching and teamwork are the predominant functions
As we look ahead…leaders will be those who empower others.

- Bill Gates