

SCRIPTS – IMPLICATIONS OF EMOTIONAL AND SOCIAL INTELLIGENCE

Cover Page – Slide 1

I welcome you all to this exciting session on Implications of Emotional and Social Intelligence.

Learning Outcomes – Slide 2

At the end of this session, it is my belief that we would have achieved the following Learning Outcomes:

1. Discuss Emotional and Social Intelligence (ESI)
2. Explain the implications of the components of ESI on interpersonal relationships
3. Apply Emotional and Social Intelligence in the workplace

Introduction – Slide 3

There are many types of intelligence in existence, however, the three major types are:

1. Intelligence Quotient (IQ or cognitive ability including academic ability)
2. Emotional intelligence (EI)
3. Social intelligence (SI)

The centrality of Emotional and Social Intelligence (ESI) as major human abilities are imperative in academic and workplace success.

Before we make progress, it would be appropriate that we define Intelligence Quotient (IQ), Emotional Intelligence (EI) and Social Intelligence (SI).

Intelligence Quotient (IQ): An intelligence quotient or IQ is a score derived from a set of standardized tests developed to measure a person's cognitive abilities ("intelligence") in relation to their age group.

Emotional Intelligence (EI): It is the ability to understand, master and control ones' emotions or temperaments and those of other people. Emotional intelligence (EI) Competencies - are at the root of effective personal, social, academic and workplace success:

1. self-awareness,
2. self-management,
3. social awareness, and relationship management.

Social Intelligence (SI): It is the ability to have positive interactions and relationships with other people.

Why emphasis on Emotional and Social Intelligence (ESI)? – Slide 4

While the three types of intelligence are imperative abilities for success, satisfaction, happiness, and productive scholarship in diverse life settings including educational, community policing, and workplace settings, IQ alone cannot lead to success in life.

IQ must be combined with ESI for workplace success

Leadership, Emotional and Social Intelligence (ESI) – Slide 5

In society now, there are many leaderships styles existence, however, the definition of transformational leadership favored by the United Nations Development Programme (U.N.D.P) Leadership Development Programme, states that Leadership manifests in terms of speaking, listening, and acting in a way that mobilizes self and others to take effective action to realize visions, possibilities, and dreams.

Se we can deduct from this definition that, **a leader can be a guardian or a warrior, depending on the leader's level of Emotional and Social Intelligence.**

Elective/appointive positions in organizations and political arenas can be required to undergo some psychological assessment or screening procedures involving the use of Social Maturity Scale-Emotional Quotient Inventory to establish their levels of emotional and social stability or levels of emotional and social/interpersonal intelligence

Emotional and Interpersonal Skills for Workplace – Slide 6

An employee needs to be emotionally intelligent, socially intelligent and educated to be content, law-abiding, incorruptible, security conscious, peaceful and productive. The following are some of the skills required to achieve that:

1. Effective communication.
2. Teamwork.
3. Intra and Inter-personal relationship.
4. Dependability.
5. Accountability.
6. Motivation.
7. Efficiency.
8. Loyalty.
9. Professionalism.
10. Commitment.
11. Creativity.
12. Goal oriented.
13. Integrity, etc.

Emotional and Social Intelligence (ESI) and Work-Related Stress – Slide 7

Hazardous duties can lead to post-traumatic stress disorder (PTSD) and depression. Social and emotional intelligence skills become useful in managing stress and depression.

Emotional and Social Intelligence (ESI) including interpersonal skills are needed for coping with risky jobs in organizations, companies, and law enforcement (Ejikeme, 2016)

Emotional and Social Intelligence (ESI) and Law Enforcement in Work Settings – Slide 8

A security officer should use the guardian mindset and not warrior mindset approach in protecting lives and properties in organizations and other workplace settings

The friendly, guardian/nonviolent approach to law enforcement relates to the use of Emotional and Social Intelligence (ESI).

The warrior approach to training, mentoring or coaching people uses violence which can hinder learning, skill acquisition and productive outcomes in organizations or workplace.

How Labour Unions Manage Emotions and Relationships in Crisis Situations – Slide 9

When there is a flare up of tension, anger or tempers between striking labor unions and their employers in Nigeria, and both parties engage in media war and castigate each other, they are not emotionally and socially intelligent in managing their emotions and interpersonal relationships or interactions

Uncontrolled emotional involvement in managing diversity in organizations can hinder teamwork and workplace success.

Emotional and Social Intelligence (ESI) and Workplace Substance Use and Abuse – Slide 10

The abuse of alcohol and other drugs in the workplace can lead to workplace violence, insecurity, sexual harassment, low productivity, and fragile economic security.

The inability of a worker, coach, mentor, or mentee to abstain from drug abuse reflects low social and emotional intelligence. It shows lack of self-control

Emotional and Social Intelligence (ESI) and Corruption in the Workplace – Slide 11

Corruption is a systemic problem that can hinder workplace success.

Despite the serious preventive measures that are being taken to address corruption in Nigeria. It seems to be on the rise.

The prevention of corruption cannot be fully actualized in the workplace where workers have low levels of cognitive, social, and emotional intelligence.

ESI Components in Strengthening Community Policing and Internal Security Management – Slide 12

Violence and other security threats to lives and property in organizations that demand effective community policing in Nigeria may have their roots in socio-structural factors.

The role of ESI the cognitive ability or rational intelligence (how a person thinks), emotional intelligence (how the person feels) and social intelligence (how the person interacts or relates with other people) as critical human abilities and issues in the strengthening of community policing, (as opposed to the traditional policing model), and internal security in Nigeria in cannot be over emphasized.

Conclusion – Slide 13

Hey, so in the past few minutes, we have been able to look at:

1. Concept of concept of Emotional and Social Intelligence,
2. Why emphasis on emotional and social intelligence,
3. Emotional and interpersonal skills for workplace
4. How labour unions manage emotions and relationships in crisis situations
5. Emotional and Social Intelligence components in strengthening community policing and internal security management, etc.

So, in conclusion, I would like to add that, in today's constantly changing and dynamic world, workplace success largely depends on Emotional and Social Intelligence.

Social and Emotional Intelligence competencies play important roles in enhancing security, safety, interactions, happiness, crime prevention, competence, commitment, and productivity in the workplace.

Cognitive ability or intelligence must be combined with a reasonable level of Social and Emotional Intelligence including worthy and exemplary character for the attainment of success.

Thank you and Stay Safe. Bye