

CT1112 Lecture Two



- Emotional Intelligence
- Self Awareness
- Personality

Emotional Intelligence

- Emotional intelligence can be defined as the cluster of abilities that allow us to recognize and regulate emotions in ourselves and others (Goleman, 2001)
- Five components of EI:
 1. Self-awareness
 2. Self-regulation
 3. Social skills
 4. Empathy
 5. Motivation



MindTools Videos: Developing Emotional Intelligence

<https://www.youtube.com/watch?v=n9h8fG1DKhA>

The SchoolOfLife: What is Emotional Intelligence?

<https://www.youtube.com/watch?v=LgUCyWhJf6s>

Emotional Intelligence Benefits

- One of the foundations of emotional competence – accurate self-assessment – was associated with superior performance among several hundred managers from 12 different organizations (Boyatzis, 1982)



Emotional Intelligence Benefits

- In jobs of medium complexity (sales clerks, mechanics), a top performer is 12 times more productive than those at the bottom and 85 percent more productive than an average performer (Hunter, Schmidt, & Judiesch, 1990)
- In the most complex jobs (account managers), a top performer is 127 percent more productive than an average performer (Hunter, Schmidt, & Judiesch, 1990)
- Competency research in over 200 companies and organizations worldwide suggests that one-third of this difference is due to technical skill and cognitive ability while **two-thirds** is due to emotional competence (Goleman, 1998)
- In top leadership positions, over **four-fifths** of the difference is due to emotional competence

Emotional Intelligence Benefits

- Research by the Center for Creative Leadership has found the primary causes of derailment in executives involve deficits in emotional competence
- The three primary emotional deficits are:
 - *Difficulty in handling change*
 - *Not being able to work well in a team*
 - *Poor interpersonal relations*

Self Awareness

- Self-awareness is an essential building block of emotional intelligence upon which the rest of the components are built



What is Self Awareness?

Philosophy: Experience of one's own personality or individuality.

Psychology: “When we focus our attention on ourselves, we evaluate and compare our current behavior to our internal standards and values. We become self-conscious as objective evaluators of ourselves.” Duval and Wicklund (1972)

Business: If you're highly self-aware, you can objectively evaluate yourself, manage your emotions, align your behavior with your values, and understand correctly how others perceive you.

Self Awareness?

- Ability to see yourself clearly and objectively
- Being honest with oneself
- Self evaluation: focus attention on inner self



Self Awareness

Two Types of Self Awareness identified (Eurich, 2018):

1. **Internal:** how clearly you see your values, passions, and aspirations, and how well those standards fit with your environment and your reactions.
2. **External:** the ability to clearly see how other people view you. People who know how others see them are typically more empathetic.

Self Awareness Benefits

- Makes us more proactive, boosts our acceptance – what we do well and need to improve - and encourages positive self-development (Sutton, 2016).
- Become better leaders: seeing things from the perspective of others, practice self control, work creatively and experience pride in ourselves and our work as well as general self-esteem (Silvia & O'Brien, 2004).
- Leads to better decision making (Ridley, Schutz, Glanz, & Weinstein, 1992)
- Increases work motivation, improves communications, and enhances self confidence and job-related wellbeing (Sutton, Williams, & Allinson, 2015).
- Decreases stress through identification of emotions and lessening tasks

Self Awareness

Benefits of Self Awareness for Students:

- “The same benefits that make us more productive in the workplace can make students more productive in the classroom and at home: better communication with teachers and peers, more confidence, and more satisfaction with performance - all lead to happier, healthier students.”
- Increased self-awareness leads to more self-care in medical students (Saunders et al., 2007)
- A better understanding of one’s strengths and capabilities along with a boost to emotional intelligence in law students (James, 2011).



Developing Professional Skills

How to Improve Self Awareness

- Create space and time
- Mindfulness / Meditation: Spend time with yourself “in the moment”
- Journaling: track your thoughts and feelings
- Practise Listening: verbal and non-verbal (tone, body language and facial expressions)
- Ask for Feedback
- Ask **What?** rather than **Why?**

Personality: Know Yourself



“**Personality** refers to individual differences in characteristic patterns of thinking, feeling and behaving. The study of personality focuses on two broad areas: One is understanding individual differences in particular personality characteristics, such as sociability or irritability. The other is understanding how the various parts of a person come together as a whole.”

American Psychological Association

Personality & Career

“It can be one of the most important factors in considering a career. It not only helps people figure out their likes and dislikes; it also provides data on their most natural talents and informs how they are different or similar to others in the industry. Understanding personality types can provide the critical insight that makes all the difference for effectiveness, both at the individual and organizational levels.”

Edward Kim, MD Keirsey Professional Services

CS Personality?

- **Computer Science Diversity:**
 - **Programming:** rational, abstract, continuous learning, autonomous
 - **Quality Assurance:** thorough, methodical, step by step linear, seek closure
 - **Web / Frontend Design:** artisan, design, more expansive, idealist
 - **Tech Support:** troubleshooters, tactical intelligence, work well with people, adaptive, outcome focused

Programming Personality Traits

Personality Traits for Programming Success:

- Patience
- Courage
- Passion
- Creativity
- Logic: analytical, problem solving

Personality Traits: OCEAN

1. Openness
2. Conscientiousness
3. Extroversion
4. Agreeableness
5. Neuroticism

Test:

<https://www.scienceofpeople.com/personality/>



Personality Traits: Openness

- Curious and open-minded to new experiences and knowledge
 - High Openness: inventive and curious; need challenges and creative outlets
 - Low Openness: consistent and cautious, tradition
- Statements:
 - I love adventure.
 - I am imaginative.
 - I am the first to try new activities.
- <https://www.scienceofpeople.com/personality/>



Personality Traits: Conscientious

- Organised and Dependable
 - High Conscientiousness: efficient and organized
 - Low Conscientiousness: easy-going and laid back
- Statements:
 - I am highly self-disciplined.
 - I am very organized and always come prepared.
 - I like to know the plan rather than be spontaneous.
- <https://www.scienceofpeople.com/personality/>



Personality Traits: Extroversion



- How you Interact with People
 - Extrovert: outgoing and energetic
 - Introvert: reserved and more solitary
- Statements:
 - I am the life of the party.
 - I don't mind being the center of attention.
 - I am usually the one to start a conversation with someone.
- <https://www.scienceofpeople.com/personality/>

Personality Traits: Agreeableness



➤ How you Feel towards Others

- High Agreeableness: friendly and compassionate
- Low Agreeableness: more analytical and detached

➤ Statements:

- I tend to trust people and give them the benefit of the doubt.
- I am extremely empathetic.
- I like to make other people feel at ease.

➤ <https://www.scienceofpeople.com/personality/>

Personality Traits: Neuroticism

➤ How you deal with Emotions

- High Neuroticism: sensitive and nervous
- Low Neuroticism: secure and stable

➤ Statements:

- I stress out easily.
- I tend to be moody.
- I am a worrier.

➤ <https://www.scienceofpeople.com/personality/>



Risk Tolerance

- A risk attitudes quiz helps you assess your overall risk tolerance:
- Some people desire stability, order and safety; others are driven by risk-taking and uncertainty.
- Should you start your own business or work for somebody else?
- What type of work environment: high-stakes and high-pressure or low-stakes and low-pressure?
- To take a job at Netflix, for example, you need to have a high-risk tolerance. The company's notorious "keeper test" means that if management deems at any point that someone else could do your job better than you, Netflix will let you go (albeit with a generous severance package).

Personality Types

Myers Briggs Type Indicator:

- Extroversion / Introversion
- Intuition / Sensing
- Thinking / Feeling
- Judging / Perceiving
- <https://www.16personalities.com/free-personality-test>

16 PERSONALITIES

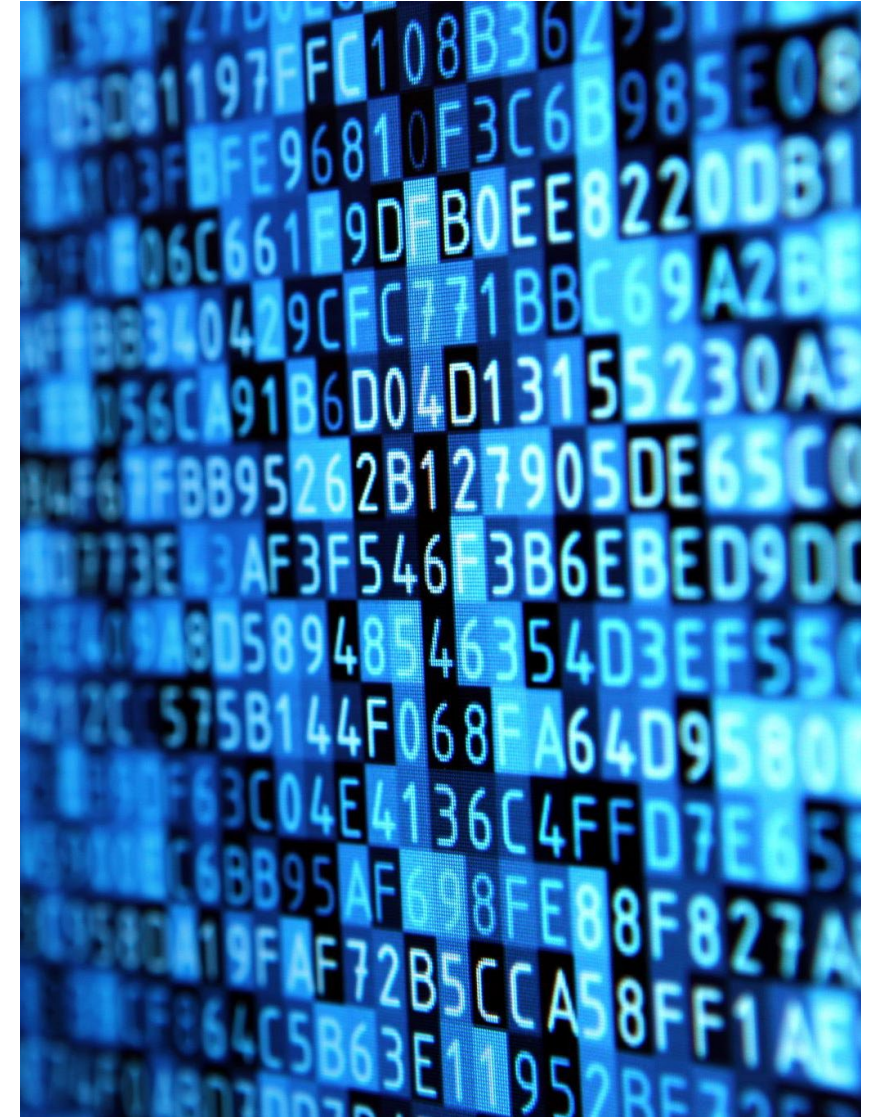


Personality Types: MBTI

Computer Scientist?

➤ What MBTI Types?

- ISTJs are practical, factual, and organized problem-solvers who thrive in careers that emphasize facts, numbers, and data.
- INTJs are innovative, insightful, and logical. Their penchant for big-picture thinking and problem-solving suits them for technical careers.
- ENTPs are analytical and theoretical and can solve problems creatively.



CT1112

Lecture 3

➤ Work Organisation & Time Management