



PERSONAL GROWTH LAB

IIIT, Sri City

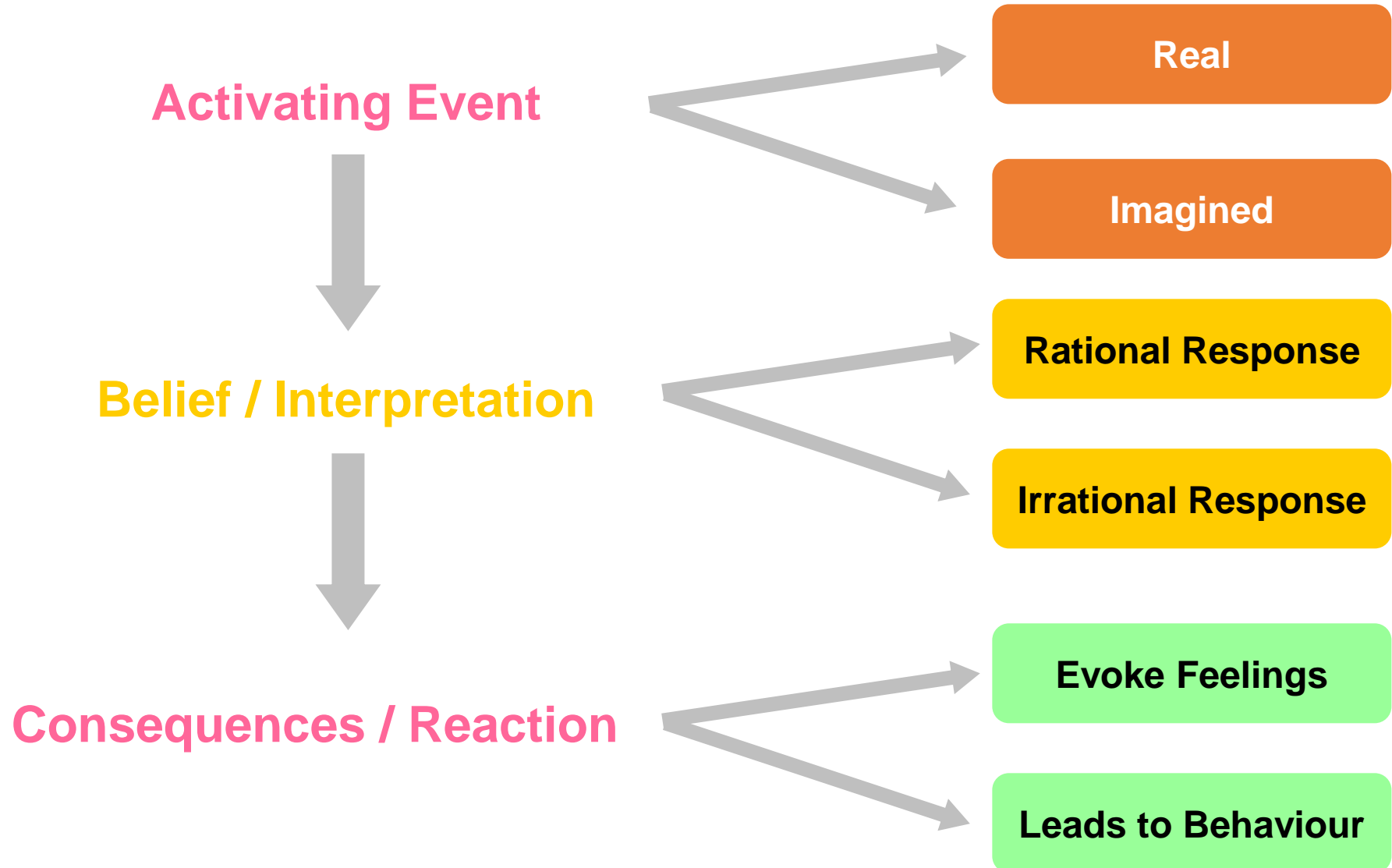
Emotional Intelligence

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Agenda

- Emotional Intelligence Assessment
- Emotions and Intelligence
- Emotional Intelligence
- Your EQ
- EQ and work
- Strategies to build EQ

Dynamics of Emotion



Getting In Touch With Your Feelings

What we think

Our interpretation of events that produces a particular emotional response or thought

What we feel

A label that we use to describe a particular state



How our bodies react

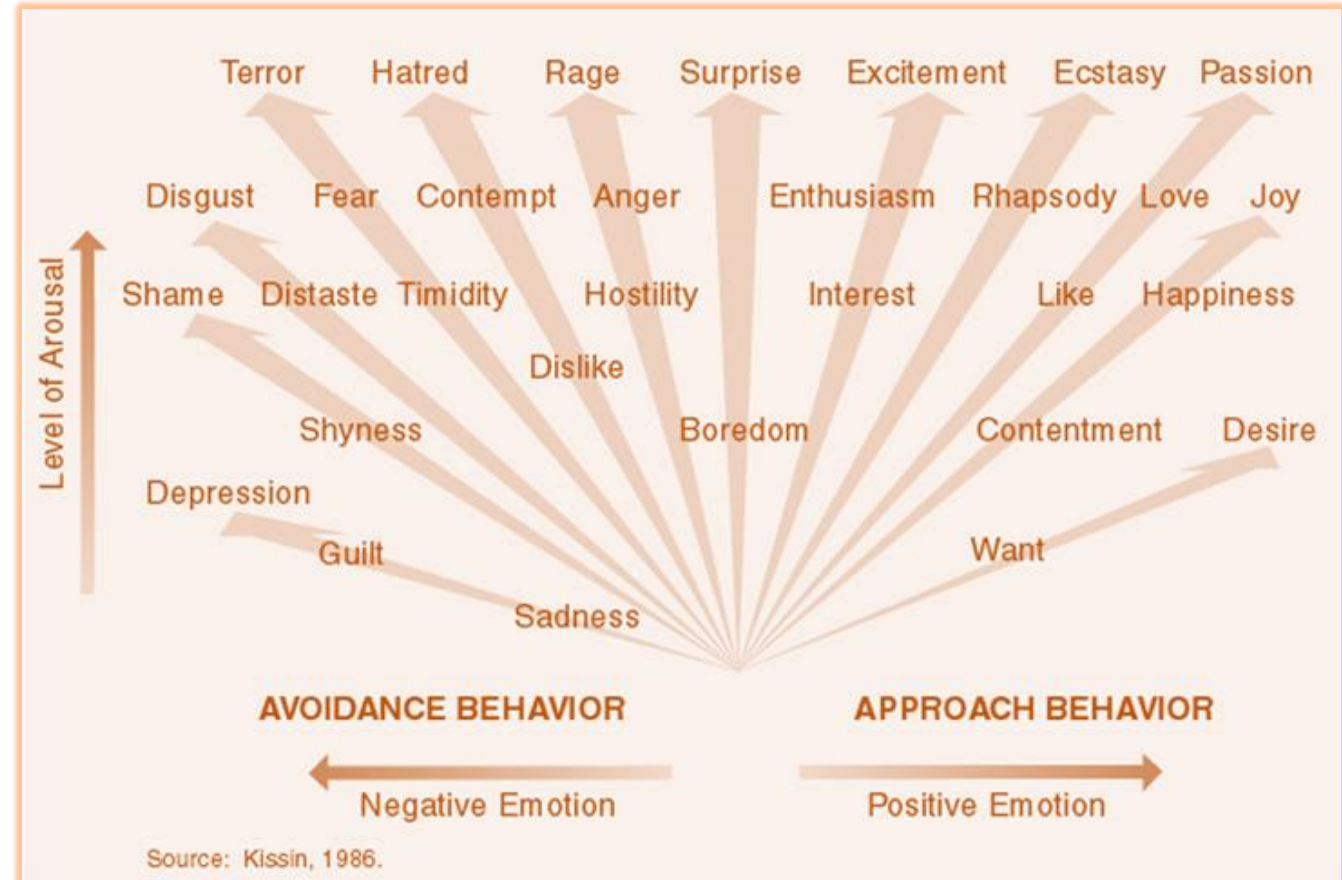
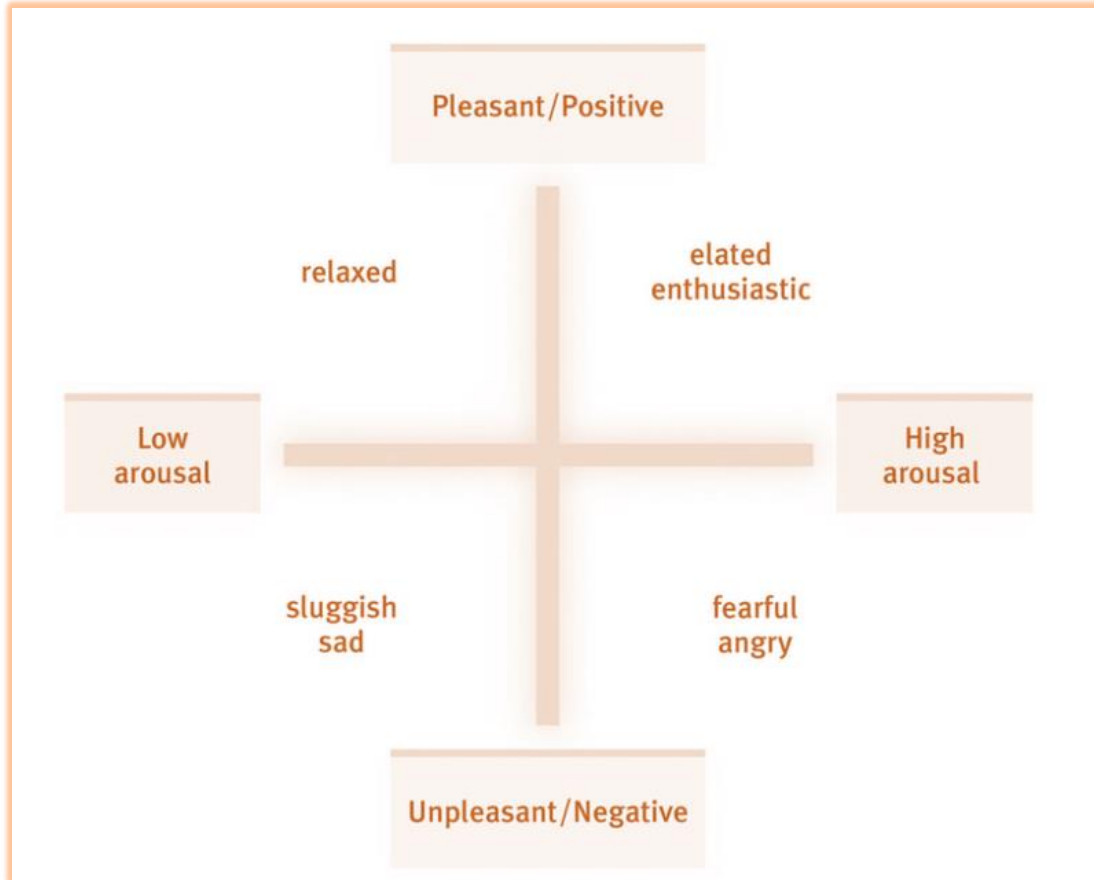
e.g. racing heartbeat, feeling tense

How we behave

e.g. running away, hitting out or hugging someone.

An emotion - not simply an automatic physical response, but our interpretation of bodily changes and information available to us

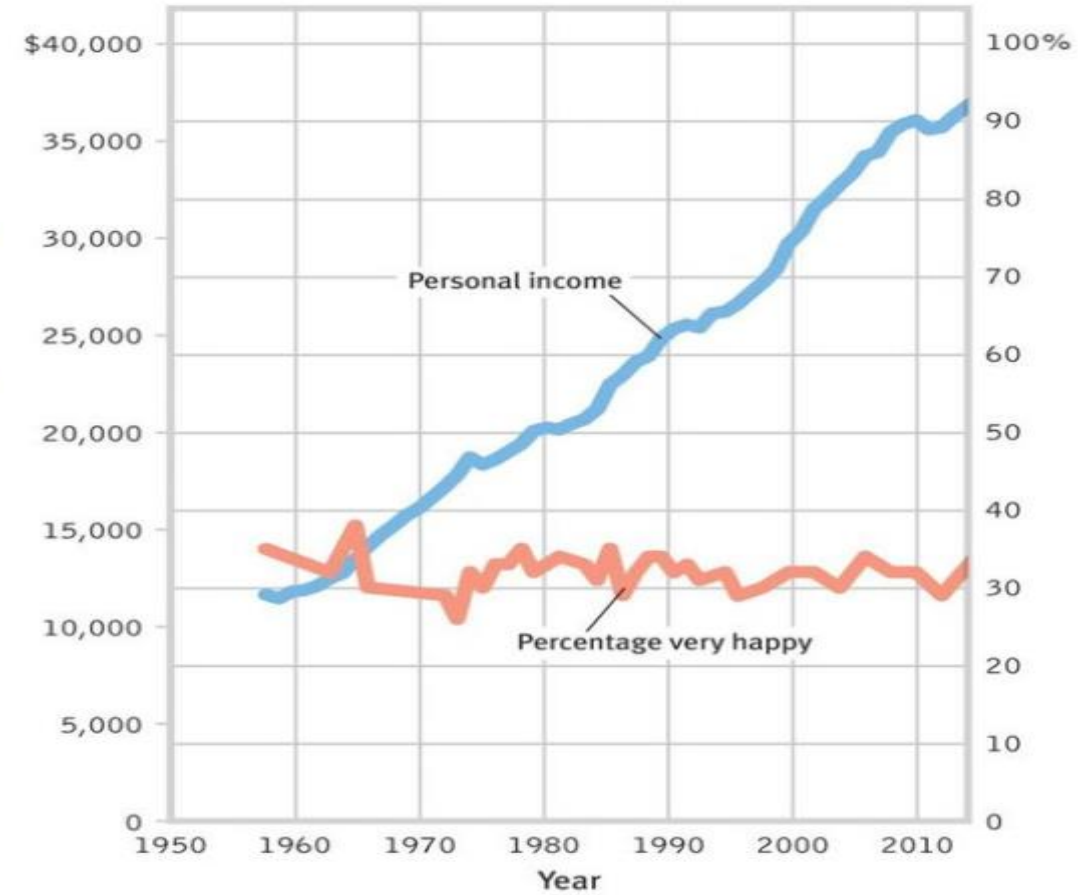
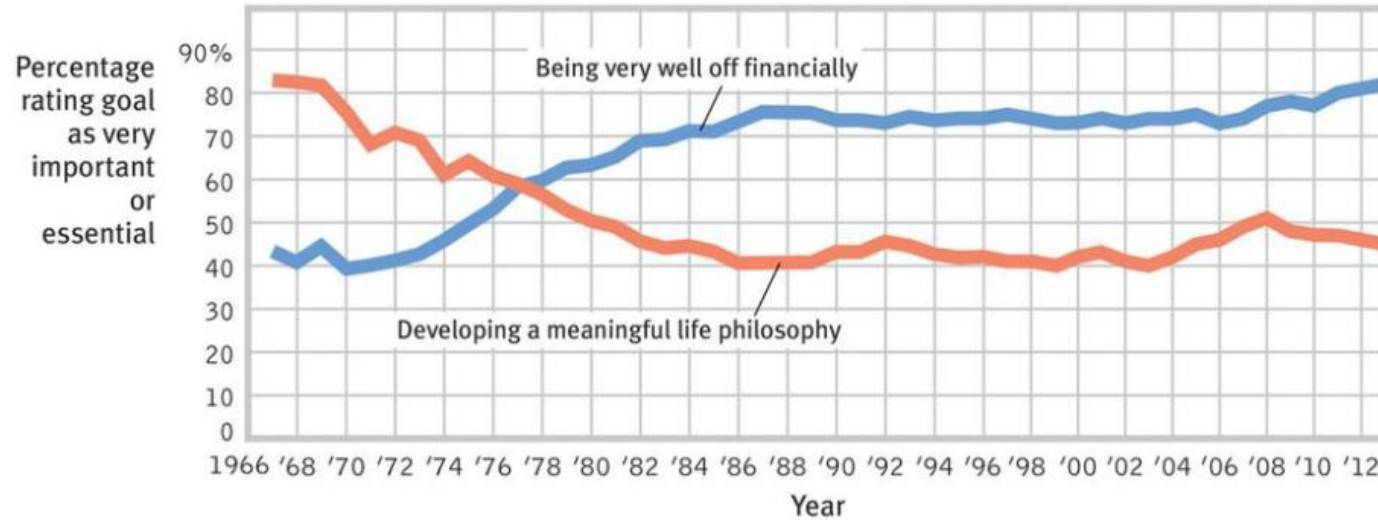
Dimensions of Emotions



Theories of Emotions

	James – Lange Theory	Izard Theory	Cannon-Bard Theory	Cognitive Theories
Stimulus	A large snake	A large snake	A large snake	A large snake
Response	<ul style="list-style-type: none"> • Body reacts to stimulus • Fear is experienced 	<ul style="list-style-type: none"> • Face muscles alter in fear • Cognitive recognition of fear occurs 	<ul style="list-style-type: none"> • Recognition causes cognitive arousal and a bodily reaction to fear occur simultaneously 	<ul style="list-style-type: none"> • Body reacts to fear • Mind interprets stimulus • Fear is recognized
Description	“My heart is beating faster, I must be afraid”	“My facial muscles are tense. The snake makes me feel afraid”	“I am afraid of the snake and my heart is pounding.”	“My heart is pounding therefore the snake must be dangerous. I am afraid of this dangerous situation.

Happiness Over Time



Long Standing Causes For Emotions

- Unresolved Past
- Habits of behavior
- Repeated patterns of Reaction
- Reminders(friends, family and events)
- Inability to forgive & forget self or others
- Self sympathy
- Low self-esteem
- Feeling hurt
- Fear of confrontation



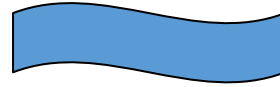
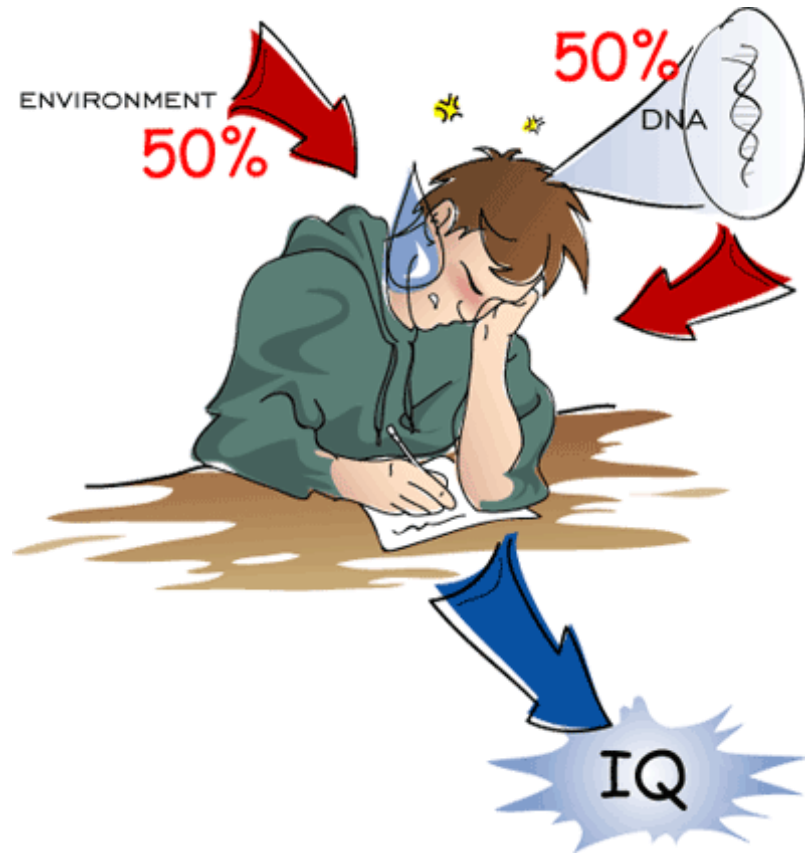
Intelligence?

- An individual's ability to understand complex ideas, learn from experience, to engage in various forms of reasoning and to overcome problems by careful thought to adapt effectively to the environment.
- Typically focused on analytic reasoning, verbal skills, spatial ability, attention, memory, judgement etc.
- Murky concept with definitions by many experts...

Intelligence Quotient (IQ)

- Intelligence quotient (IQ) is a score derived from a standardized test measuring intelligence. $IQ = MA/CA \times 100$
- The term "IQ," is a translation of the German Intelligenz-Quotient,
- IQ scores are used as predictors of educational achievement or special needs, by social scientists who study the distribution of IQ scores in populations as predictors of job performance
- Over the years, it proved to be a weak predictor for
 - Achievement
 - Job performance success
 - Overall success, wealth, & happiness

EQ versus IQ



IQ & EQ - Brain Structure

IQ

- Near cortex.
- Individual's analytical, logical, rational abilities.
- Measure of individuals personal information bank (one's memory, vocabulary, visual coordination).
- Pretty much set

EQ

- Inner of Cortex .
- Ability to perceive ,access, generate emotions to assist to understand emotions and emotional meanings.
- Measure of the personal and social intelligence of overall intelligence.
- Not fixed.

"If IQ tells you what you *can do*, EQ tells you what you *will do*"

IQ Vs EQ

- Studies indicate that IQ attributes only 20% to success while EQ predominantly contributes to 80%
- If IQ gets you hired, it is EQ that gets you promoted.
- IQ can give you positional power but EQ can give you Personal Power
- IQ does not increase after adolescence
- EQ is largely learned and continues to develop throughout life.

EQ versus IQ

- In the business world, emphasis has been placed on intellect, which has proven invaluable to drive success over a period of time.
- Process and procedures based on analysis, logic, strategies are critically important, however to get to the higher level of competence in business progress, IQ has to be blended with the invaluable competencies of EQ.

How EQ succeeds IQ

- Emotional Intelligence explains why in spite of similar IQ, educational background, training, experience etc. some people excel, while others of the same caliber lag behind?
- Emotional Intelligence is the dimension of intelligence responsible for our ability to manage ourselves and our relationship with others.

Putting it together

- The Connection between emotion and intelligence is “Emotional intelligence is the capacity to reason about emotions and to enhance thinking”.
- Emotional intelligence combines emotion with intelligence
- Both the intrapersonal and interpersonal skills need to be developed to become emotionally intelligent.
- The focus is on five core capabilities, each one taking a step closer towards emotional intelligence.

Low and High EQ...

Signs of Low EQ

1. Inability to express feelings
2. Avoids socialization
3. Poor listener
4. Exaggerates/ minimizes feelings
5. Lays guilt trips on you
6. Lacks empathy
7. Over pessimistic/optimistic
8. Substitute relationships
9. Emotional dishonesty
10. Rigid/inflexible

Signs of High EQ

1. Ability to read non verbal comm.
2. Intrinsically motivated
3. Does not internalize failure
4. Is optimistic and realistic
5. Ability to identify concurrent feelings
6. Expresses feelings freely
7. Negative emotions do not dominate
8. Ability to balance feelings
9. Acts out of desire
10. Empathizes

Five Domains of EQ

Domain	Meaning
Emotional Self Awareness	Observing yourself and recognizing a feeling as it happens.
Managing One's Emotions	Handling feelings appropriately; realizing what is behind a feeling; finding ways to handle fears and anxieties, anger, and sadness.
Motivating Yourself	Channelling emotions towards a goal; emotional self-control; delaying gratification and stifling impulses
Empathy	Sensitivity to others' feelings and concerns and taking their perspective; appreciating the differences in how people feel about things.
Managing Relationships	Managing emotions in others; social competence and social skills.

Gender Differences?

- Women tend to be more aware of their emotions, show more empathy and are adept interpersonally.
- Men tend to be more self-confident and optimistic, adapt more easily, and handle stress better.
- Low EI is correlated with increased “potentially harmful behaviours”
- Males with low EI are more likely than females with low EI to engage in deviant behaviour - Brackett, Mayer and Warner (2003)

EQ & Managers

- Managers are the direct line of contact for the employees, who interact daily with individuals who have distinct needs, wants & expectations.
- Trying to lead and satisfy different people with changing needs and expectations can be overwhelming, simultaneously meeting the demands from upper management.
- Being both firm and caring at the same time causes many to feel inadequate for the role..
- They significantly influence the attitudes, performance & satisfaction of employees, within and outside their teams.

EI - Critical for Managers & Leaders.

- Emphasis is more on people focused style of leadership
- Increasing complexity, high stress and rapid pace of change
- Employees are motivated by relationships and support
- Individual performance is not just “**know how**” & the ability “**to do**” anymore, but how “**you feel**” about what you know & do.
- Emotional Intelligence is important for managers as awareness about how they treat and behave with people determine relationship, retention and results.

7 Leadership Behaviors

1. Show Enthusiasm
2. Support People
3. Recognize individual efforts
4. Be a good listener and encourage others to talk
5. Ignoring, Pretending, Selective listening to Empathetic listening
6. Ask questions instead of giving orders
7. Encourage Ideas
8. Develop other people - LEADERS create LEADERS

Benefits of EQ

- Leaders with high emotional intelligence excel in participative management and change management.
- They are self-aware, decisive, and straightforward.
- These leaders are experts at putting people at ease and dealing with problem employees.
- They are well versed in building and mending relationships and are able to find balance between work and personal life.

Building Relationships at Work

- Appreciate individual skills, knowledge and capabilities
- Make time to get to know people and actively listen to what they say
- Remember you can have a good relationship without having to be best friends.
- Spend social time as well as work time with colleagues
- Give positive feedback for a job well done
- Seek advice and opinions whatever you can
- Support colleagues through tough times
- Recognize individual uniqueness, be flexible in your styles and approach

Final Thoughts

- Things and actions are not themselves annoying: the annoyance lies within ourselves, in the response.
- Emotional Intelligence doesn't mean being soft – it means being intelligent about emotions – a different way of being smart.
- It's your ability to acquire and apply knowledge from your emotions and the emotions of others to be successful in life and career.
- If you keep doing what you have always done, you will keep on getting what you have always got!

Thank You
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