

LEADERSHIP FOR INNOVATORS

EMOTIONAL INTELLIGENCE.

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Skoltech



Emotional Intelligence: What Is It

Recognition of Emotions

Empathy

Social Intelligence





EQ:RECOGNIZING EMOTIONS



RECOGNIZING EMOTIONS: YOURS

Look at the pictures and answer the questions





RECOGNIZING EMOTIONS

DISGUST





RECOGNIZING EMOTIONS

FEAR





RECOGNIZING EMOTIONS

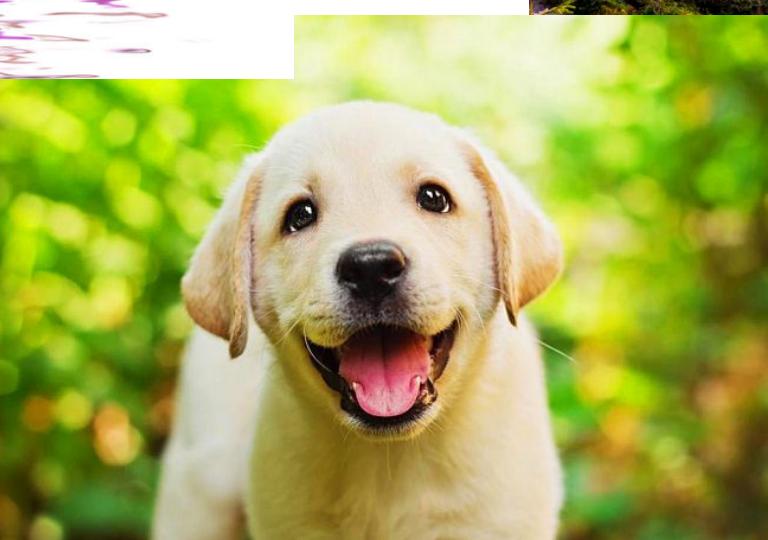
SADNESS





RECOGNIZING EMOTIONS

MALICE





RECOGNIZING EMOTIONS

JOY

RECOGNIZING EMOTIONS: OTHER'S

Look at the photos, ascribe a number
and write one word per number which
emotion is that



witalec.org













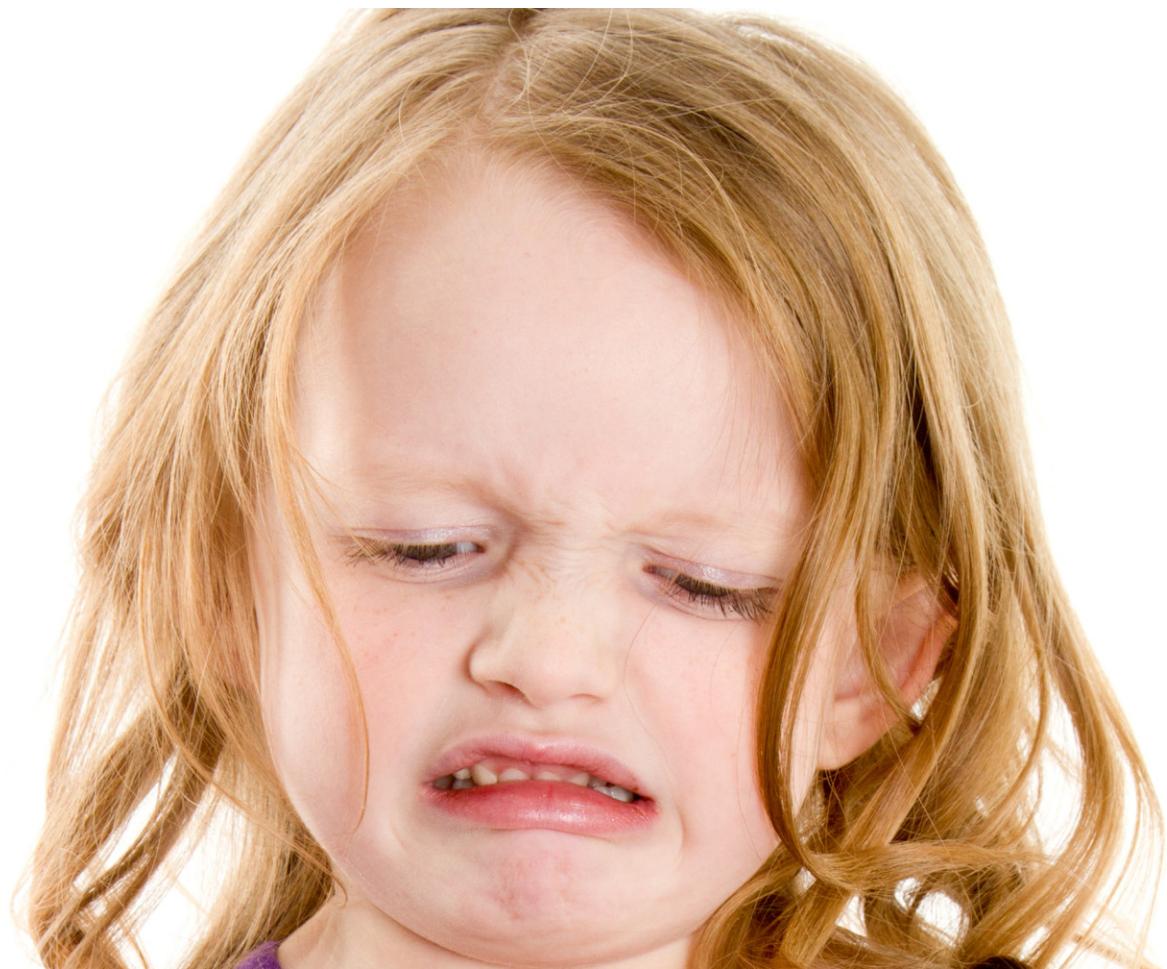




























Неподдельные эмоции
бываю только у детей



KARA MAY PHOTOGRAPHY



ANSWERS

RECOGNIZING EMOTIONS: OTHER'S

Mirror Game
Working in pairs

EMPATHY



EMPATHY:

- (noun) the understanding of or the ability to identify with another person's feelings or experiences

<https://www.youtube.com/watch?v=1Evwgu369Jw> Brené Brown on Empathy (3')

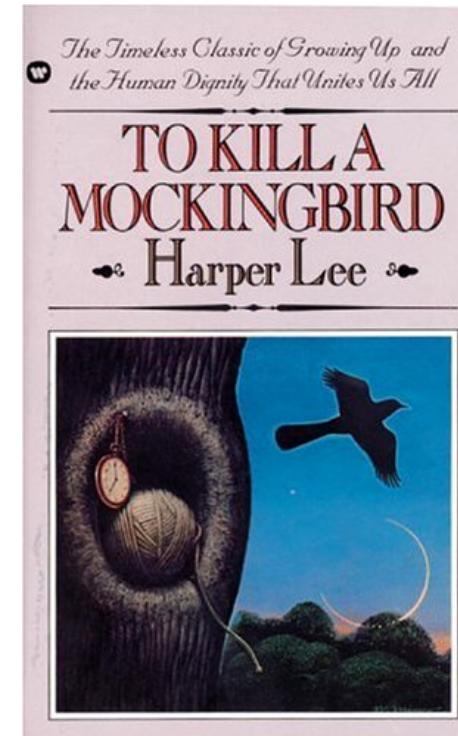
THERE'S AN OLD CHEROKEE INDIAN SAYING:

→ Walk a mile in another's moccasin...



IN HARPER LEE'S *TO KILL A MOCKINGBIRD*:

→ WE LEARN: "You never really know a man until you understand things from his point of view, until you climb into his skin and walk around in it."



SYMPATHY

Sympathy – feeling sorry for another's hurt

→ Sympathy is feeling sorry for another's hurt or pain. There is some emotional distance with sympathy – you are not experiencing the pain for yourself, rather you are saying “Isn't it sad that this person is having a bad time”. Sometimes sympathy can tip into pity, and that is where some caution is needed. Pity is an emotion that tends to dehumanize and belittle.

SYMPATHY:

- Most people who have a disability or other challenges will despise being ‘pitied’ as pity strips away the rich reality of their human experience and leaves just the difficulty or disability on view. For a deeper relationship and understanding, empathy is needed

EMPATHY:

Empathy – walking in another's shoes

→ Empathy takes things a little deeper – it is the ability to experience for yourself some of the pain that the other person may be experiencing.

SO WHAT IS EMPATHY?

- Empathy is a quality and a virtue. This quality enables a person to understand and feel concern for others situation or feelings. Empathy means to identify with the problems or situations of people and understand their thoughts and condition. It is an action of being sensitive to others and their feelings without them explicitly airing them.
- It is different from sympathy. Empathy means 'to suffer' in Greek language. It was first used in the English language during the early 20th century.

EMPATHY:

- Feeling empathy is allowing yourself to become tuned into another person's emotional experience. It takes courage to do this but if you have ever experienced real empathy from another when you have been hurting, you will know what a gift it can be.

WHAT IS EMPATHY?

→ It means putting one self in another person's mould. It is being in somebody else's shoes and knows about their emotions and entering into their way of thinking. Thus this quality assists a person in recognizing, perceiving and feeling the emotions of others. People often empathize with others through their moods and behaviors. It is quality that is possessed by great people like Gandhi and others.

THE EMPATHY TRIAD BY DANIEL GOLEMAN

- *Cognitive empathy*: the ability to understand another person's perspective
- *Emotional empathy*: the ability to feel what someone else feels
- *Empathic concern*: the ability to sense what another person needs from you

<https://www.youtube.com/watch?v=TnTuDDbrkCQ> Daniel Goleman - Leadership and Compassion - Empathy and Compassion in Society 2013 (15')

We need empathy to:
Collaborate Successfully
Solve Problems
Drive Change
Align Interests
Make Good Decisions
Lead Effectively



Illustration: Fernando Volken Togni @ YCN

Components of Empathy

- PROVIDE THE SPEAKER WITH YOUR UNDIVIDED ATTENTION - PRESENCE
- BE NON-JUDGMENTAL.
- READ THE SPEAKER. OBSERVE THE EMOTIONS BEHIND THE WORDS.
- FOCUS ON REFLECTING BACK WHAT THE PERSON SAYS USING THEIR FEELINGS AND NEEDS UNTIL YOU SEE A PHYSICAL SHIFT



What stops Empathy?

Fix it: “What will help is....”

Advise: “I think you should....”

Being Right - Correcting: “That’s not how it was.....”

Taking the Blame: “Sorry, I wish....”

Interrogate: “How did it happen?”

Explain: “She said that because...”

Shut Down: “Don’t worry about it.”

Sympathize: “You poor thing. I feel awful for you.”

Evaluate: “If you hadn’t been so rude...”

Console: “It wasn’t your fault”

One Up: “You should hear what happened to....”

Educate: “You can learn from this...”





COMPASSION:

→ If empathy is the ability to really experience some of the feelings of pain that another person is feeling, then compassion is to translate that feeling into action. You understand that your friend is feeling worried and stressed with their aging relative in hospital, so you cook the family some dinners and take their children for an afternoon..

COMPASSION:

- True compassion reaches out to all people, no matter whether they are your friends or not, and even to all living creatures. It is the ability and willingness to stand alongside someone and to put their needs before your own

COMPASSION:

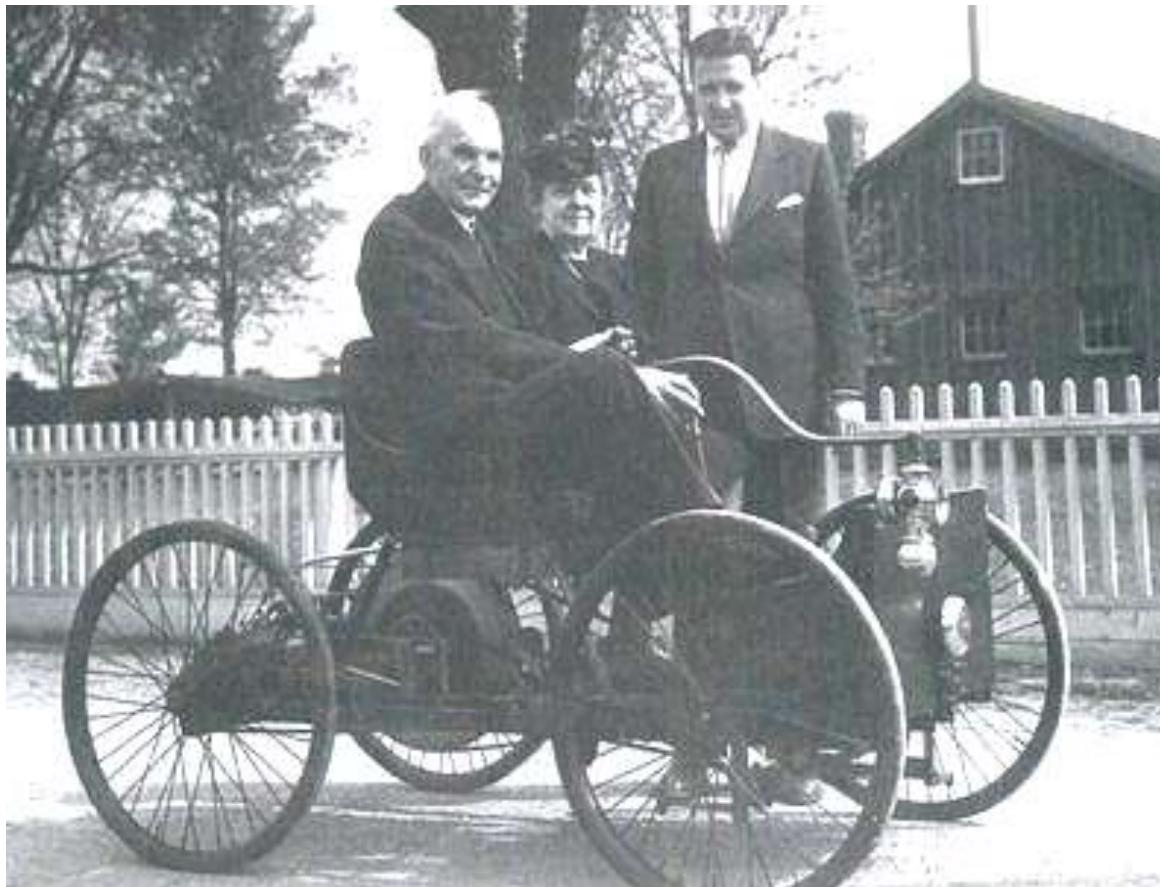
→ Living a compassionate life can be learned – it is not just something that some ‘extra-good’ people are born with. Changing habits takes persistence and practice but it is achievable through the right methods.

COMPASSION:

- Many of the world's wisest people have stated that giving to others in life is the source of the greatest contentment and life satisfaction, so there are many personal benefits to be gained as well.
- To bring the power of compassion into your life there are a few things you can do. Firstly, you need to begin to discern the difference and develop your ability to walk in other people's shoes.

HENRY FORD:

→ If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from his angle as well as your own. ~



REMEMBER:

→ IT IS NOT ENOUGH TO JUST FEEL SORRY FOR SOMEONE. WE HAVE TO IMAGINE WHAT IT IS LIKE TO WALK IN THEIR SHOES.

