

MY SELF DISCOVERY

Week 4-Emotional Intelligence



EMOTIONAL INTELLIGENCE

MY SELF DISCOVERY

Fact: IQ is fixed and tends to peak when a person is about 17. EQ is not fixed and rises steadily through your life.

What is the difference between IQ and EQ?

For years, studies have been done trying to determine the key factors that lead to life success – our ability to achieve personal and professional goals. In the past, much emphasis was focused on cognitive intelligence (IQ) as a main indicator for success – if you performed well in school there was a strong probability that you would perform well in your personal and professional life. Cognitive Intelligence (IQ) is “a measure of an individual’s intellectual, analytical, logical, and rational abilities. As such, it’s concerned with verbal, spatial, visual, and mathematical skills” (Stein, & Book, 2011, p. 13).

In the late 1980’s, Dr. Reuven Bar-On began exploring the impact that emotional wellbeing had on life success. If IQ was a key indicator for success, then why were some highly intelligent people successful in their lives while others were not? Bar-On believed that IQ was simply not enough to predict success and that there was another major factor that had to be considered - emotional intelligence “a set of emotional and social skills that influence the way we: perceive and express ourselves; develop and maintain social relationships; cope with challenges; and use emotional information in an effective and meaningful way.” (Multi-Health Systems, 2011).

Although IQ is important, it is not enough in itself. It does not matter how brilliant you are - if you are not able to cope, adapt and get along with others, your chances of professional success, personal happiness and well-being are minimized.

Emotional Intelligence Model

MY SELF DISCOVERY

Dr. Reuven Bar-On, originally developed a model that captured emotional intelligence which was later revised by Multi-Health System. The model is divided into 5 composite scales and 15 sub-scales.

Definitions of the EQ-i 2.0 Composite and Sub-Scales

Stein & Book have defined the EQ-I 2.0 composite and sub-scales as follows:

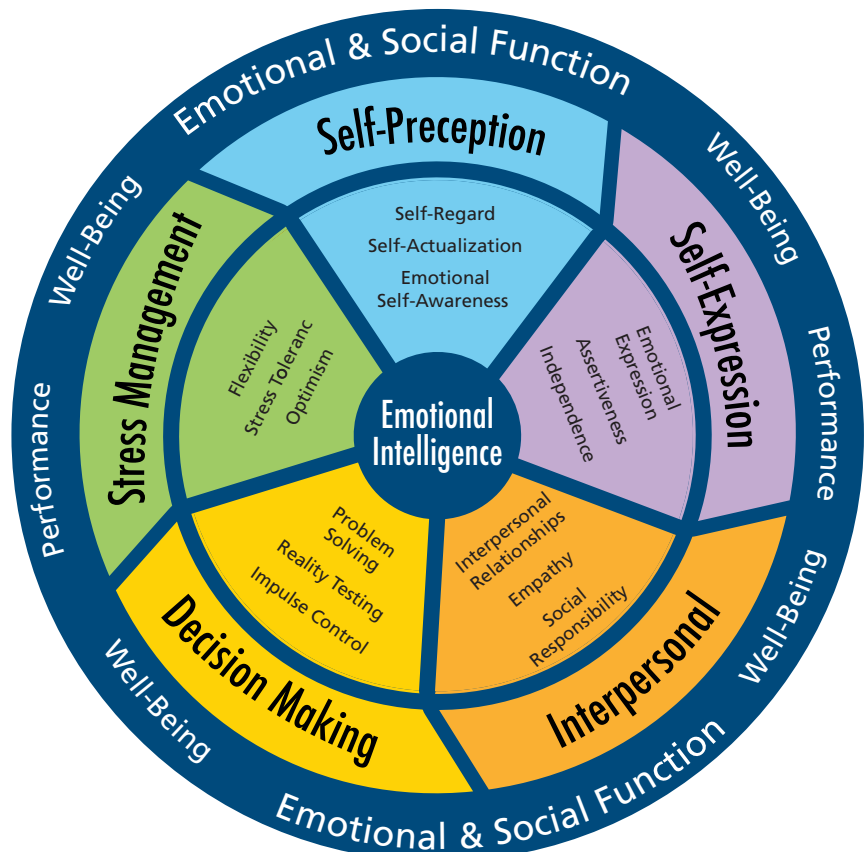
The Self-Perception Realm

Refers to the "inner self."
It determines how in touch with your feelings you are, how good you feel about yourself and about what you are doing in life. Success in this area means that you are aware of your feelings, feel strong, and have confidence in pursuing your goals.

Emotional Self-Awareness – the ability to recognize how you're feeling and why you're feeling that way, and the impact your emotions have on the thoughts and actions of yourself and others;

Self-Regard - the ability to recognize your strengths and weaknesses and to feel good about yourself despite your weaknesses; and

Self-Actualization - the ability to persistently try to improve yourself and pursue meaningful goals that lead to a richer life (Stein & Book, 2011, Chapters 3, 4 & 5).



Model of Emotional Intelligence

Copyright © 2011 Multi-Health Systems Inc. All rights reserved.
Based on the original BarOn EQ-i authored by Reuven Bar-On, copyright 1997.

Self-Perception Exercises:

- Write down a situation or event that has occurred in the last few months that triggered a strong positive or negative emotional response.

- How did you know you were having an emotional response? What happened to you at a physical, emotional or behavioral level?

- What were the emotions or feelings that were triggered?

- What were the circumstances in the situation that directly contributed to these emotions?

- Who was involved in the situation and did their behavior positively or negatively impact your emotional state? What was the impact of your behavior on them?

- Which of your top 5 strengths could you call upon to effectively work through this situation?

- What skill area (s) do you feel you need to further develop that would contribute to a more positive outcome? What are some possible strategies or actions that could assist with your development in this skill area?

The Self-Expression Realm

Concerns itself with the way we express our emotions and how we come across to others. It includes our ability to state our thoughts, feelings, and beliefs to others in a positive and constructive way. Our ability to act independently by taking initiative and following through also reflects our self expression.

- **Emotional Expression** - the ability to express your feelings both in words and non-verbally;
- **Assertiveness** - the ability to clearly express your thoughts and beliefs, stand your ground, and defend your position in a constructive way; and
- **Independence** - the ability to be self-directed and self-controlled, to stand on your own two feet (Stein & Book, 2011, Chapters 6, 7, 8)

Self-Expression Exercises

Reflecting back on the situation you described that caused a strong emotional response, answer the following questions:

If you were to look into a mirror how would you describe your verbal (words, tone) and non-verbal communication (facial expression, eye contact, body posture, etc.)?

Do you feel that you were able to assert your needs in a constructive way? If yes, what was your approach that helped you to achieve this outcome? If not, what would you do differently?

Did you feel you were able to authentically express your needs / wants from this situation or did you hold back out of concern for the negative response you might receive from the other person(s)?

The Interpersonal Realm

Refers to “people skills” – those who function well in this area tend to be responsible and dependable. They understand, interact with, and relate well to others in a variety of situations. They inspire trust, and they function well as part of a team.

- **Interpersonal Relationships** - refers to the ability to forge and maintain relationships that are mutually beneficial and marked by give-and-take and a sense of trust and compassion;
- **Empathy** - is the ability to recognize, understand, and appreciate what others may be feeling and thinking. It is the ability to view the world through another person’s eyes; and
- **Social Responsibility** - is the ability to be a cooperative and contributing member of our social group and to society at large (Stein & Book, 2011, Chapters, 9, 10, 11).

Interpersonal Exercises

Reflecting back on the situation you described that caused a strong emotional response, answer the following questions:

Did you take the time to actively listen without judgment or bias to the other person’s perspective or point of view? If so, did anything change as a result of achieving greater understanding? If not, how could you approach the situation differently to gain this perspective?

Do you feel you were able to constructively approach the situation while maintaining a positive relationship with the individual (s) involved? If so, how did you achieve this? If not, how could you have approached this differently to achieve a more positive outcome?

The Decision-Making Realm

Involves your ability to use your emotions in the best way to help you solve problems and make optimal choices. Success in this area means that you can grasp problems, devise effective solutions, deal realistically with situations, and manage impulses that may disrupt effective decision making.

- **Impulse Control** - the ability to resist or delay a temptation to act rashly;
- **Reality Testing** – the ability to see things as they actually are, rather than the way you wish or fear they might be; and
- **Problem Solving** – the ability to find solutions to problems where emotions are involved using the right emotion at an optimum value (Stein & Book, 2011, Chapters 12, 13, 14).

Decision-Making Exercises

Reflecting back on the situation you described that caused a strong emotional response, answer the following questions:

How would you describe your initial reaction to the situation – would your personal style be to blurt out how you are feeling without holding back or to spend time listening and asking questions? Would you be quick to take action to defend your position or would you pause until you felt you had more information and better understanding of the situation?

Where you able to accurately assess the situation by putting your emotions aside and focusing on the facts or did you find that your own feelings and beliefs made it challenging to be objective?

MY SELF DISCOVERY

Did you find yourself open to listening and trying to establish a result / resolution that work for both parties involved? If so, what action did you take to achieve this? If not, how would you approach this differently to achieve positive outcomes?

The Stress Management Realm

Refers to your ability to be flexible, tolerate stress and be optimistic. Success in this area means that you are able to remain calm and focused, change direction or beliefs when presented with new evidence, demonstrate resilience, maintain a positive attitude, and constructively withstand adverse events and conflicting emotions without caving in.

- **Flexibility** – the ability to adapt emotions, thoughts, feelings and behaviors to changing, unfamiliar, unpredictable, dynamic and challenging circumstances
- **Stress Tolerance** – the ability to remain calm and focused, to constructively withstand adverse events and conflicting emotions without caving in; and
- **Optimism** – the ability to maintain a realistically positive attitude, particularly in the face of adversity (Stein & Book, 2011, Chapters 15, 16, 17).

Stress Management Exercises

Reflecting back on the situation you described that caused a strong emotional response, answer the following questions:

At any point during this situation where you able to stop and adjust / modify your feelings, thoughts, or behavior that positively impacted the situation? If so, describe what you did; if not, what could you have done differently?

MY SELF DISCOVERY

Think about your own response to stress – do you get worked up and use strong language and tone to get your point across? Do you remain calm even when others are getting emotionally heightened? Or do you just collapse within yourself and shutdown from the conversation?

Would you describe yourself as an optimistic person who is focused on finding solutions to problems or do you have a tendency to be more pessimistic and find yourself focusing more on the problem?
