A (very!) brief Introduction to Emotional Intelligence
A little bit about me.

- My name is Desmond Williams, Executive Consultant to the COO - J1500436 (ext:67750)
- Qualifications
  - BA (Honours) European Politics & Italian.
  - Post Graduate Degree in Human Resource Management
  - Masters Degree in International Management, specialising in Healthcare Management (Qualification pending).
  - Have conducted research in KFSHRC-J on Nurses and Emotional Intelligence
  - Certified Psychometric Assessor (Level A&B) – British Psychological Institute
  - Completed a 6 day ‘train the trainer’ course on Emotional Intelligence, whilst with HayGroup Management Consultants.
- **More importantly**, I have been working directly with people and emotions as a HR Consultant, HR Manager, and Interview coach for 12 years.
What’s going to happen in these 30-40 minutes?

• Brief introduction to the concept of EI and its basic elements.
• You will learn about some emotionally intelligent characteristics are of a “Successful” Chairperson in KFSHRC-J
• You will be tested on what you have learned about EI! ^^
What’s **not** going to happen in these 30-40 minutes?

- You will not be bored.
- You will not be expert in EI, this is only an introduction!
A Definition

The term *emotional intelligence* was officially coined in 1990 by Salovey and Mayer

Emotional Intelligence/Quotient is “the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence.”

- Daniel Goleman (1998)
TWO VIEW POINTS ABOUT EQ

Traditionalists say that emotions

- Distract us
- Increase our vulnerability
- Cloud our judgment
- Inhibit free flow of data

- Must be controlled

High performers say that emotions

- Motivate us
- Increase our confidence
- Speed our analysis
- Build trust
- Provide vital feedback

- Must be managed
Importance of EI to Organizations, too

• 50% of work satisfaction is determined by the relationship a worker has with... his/her boss.

• A large hospital reduced turnover of critical-care nurses from **65 to 15 percent** within 18 months of instituting an emotional intelligence screening assessment.
  
  (http://jamesdambrosio.com/2011/01/31/evidence-suggests-emotional-intelligence-increases-productivity/)

• EI is a prerequisite for effective leadership across borders.
  
  - Requires a high level of self-mastery and people skills; ability to put yourself into the positions of others.
Where we want to be... the Goal

EQ/EI refers to emotional management skills which provide competence to balance emotions and reason, so as to maximize long term effectiveness & happiness.

Thinking Part

EQ

Feeling Part
The EQ-i2.0 Emotional Intelligence Model

Please refer to your handout.
So what are the behaviors of a successful Chairperson in KFSHRC-J?

• 40 Minutes spent discussing this with two Chairpersons who were awarded for the performance in this area.
• A number of interesting things came out…
  - Empathy
  - Optimism
  - Social Responsibility
  - Interpersonal Relationships
  - Balanced Self Expression
  - Stress Management
How does this match with what the experts say?

Are there any similarities between our successful Chairperson’s and Mr. Goleman’s perspectives?

http://www.youtube.com/watch?v=ntGROLuMq5M&feature=relmfu&noredirect=1
Emotional Intelligence – Part 2 6.31mins
Emotional development
Empathy

• Empathy is a feeling different from sympathy. When one is sympathetic, one implies pity but maintains distance from another person’s feelings. Empathy is more a sense that one can truly understand or imagine the depth of another person’s feelings. It implies feeling *with* a person, rather than feeling sorry for a person.

• Empathy is a translation of the German term *Einfühlung*, meaning to feel at one with. It implies sharing the load, or “walking a mile in someone else’s shoes,” in order to appropriately understand that person’s perspective.

• In research on married couples, empathy appears to include matching the physiological changes of the other person.
Developing empathy links to

• Greater emotional stability
• Greater interpersonal sensitivity
• Greater affiliation
The art of social relationships--managing emotions in others

• To excel at people skills means having and using the competencies to be an effective friend, negotiator, and leader. One should be able to guide an interaction, inspire others, make others comfortable in social situations, and influence and persuade others.
The danger of the nice personality

- Have you ever met a nice person, but the “alarm bells have gone off?”
- Charisma draws in but not always to desired ends, e.g., Hitler, Jim Jones.
- Empathy can be faked; so can other emotions.
Here comes the tests!
What EI trait/traits are not being shown here...

"...I want openness, honesty, and a monogamous relationship. I'm not into men who want to play games!"
What EI trait/traits are not being shown here...

He probably doesn't even know I exist..... I don't think he'll love me in the long run..... He's noticed I've got my mother's thighs..... He's just laying there thinking about his future.... wondering, planning, worrying...
What is this EI Cluster and trait is this guy displaying?
Here comes the tests!

http://www.youtube.com/watch?v=u3k7lykTWTk&list=PL178CA240E1F56721&index=8&feature=plpp_video
Recommended Reading

- The EQ Edge
- Manwatching: A Field Guide to Human Behavior
- People Watching: The Desmond Morris Guide to Body Language
Recommended EI Journal Articles

Don’t forget…”The Goal”

Thinking Part

Feeling Part

Emotional Intelligence
Questions?