



Washington Campus Coalition
for the Public Good

Emotional Intelligence

2023 May Professional Development Workshop



"Emotional Intelligence

is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships."

Travis Bradberry

It helps you connect with your feelings, turn intention into action, and make informed decisions about what matters most to you.

Emotional intelligence is commonly defined by five attributes:

- Self-awareness
- Self-management (or self-regulation)
- Social awareness/empathy
- Relationship management/social skills
- Self-motivation

The Attributes



Self-awareness

You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.



Self-management

You can control your impulses, healthily manage your emotions, take initiative, follow through on commitments, and adapt to changing circumstances.



Social Awareness

You have empathy and can pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.



Relationship Management

You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.



Self-Motivation

Self-motivation is your internal drive. When you have emotional intelligence, you understand the deeper meaning of your goals and the self-motivation skills required to achieve them.



Self- Awareness

Self-awareness is the ability to understand your feelings, motives, desires, thinking, actions, and the impact that this has on those around you.

Building this skill can increase confidence, positive self-talk, motivation, leadership skills, mental toughness, focus, and emotional control. It can also lower performance anxiety, fear of failure, and levels of perfectionism.



The States

There are two distinct states of self-awareness: Internal and External



Internal

Being able to notice and reflect on your internal state or introspection. Doing this means you approach your feelings and reactions with curiosity.



External

Being aware of how you appear to others. This makes you more likely to adhere to social norms but can easily turn into self-consciousness.

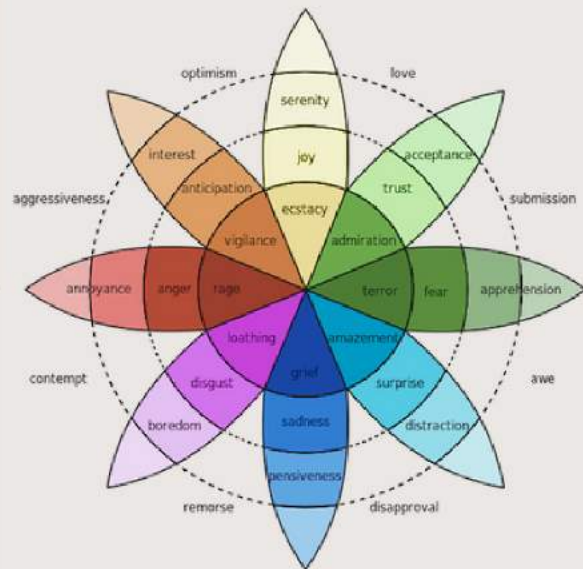
Emotions Wheel

The emotions wheel illustrates the various relationships among the emotions.

The eight basic emotions are joy, trust, fear, surprise, sadness, disgust, anger, and anticipation. Each primary emotion also has a polar opposite, so that:

- Joy is the opposite of sadness
- Fear is the opposite of anger
- Anticipation is the opposite of surprise
- Disgust is the opposite of trust

The intensity of emotion decreases as you move outward and increases as you move toward center. The darker the shade, the more intense the emotion.



How to Build Self-Awareness

Self-awareness centers on recognizing and managing your emotions. You can build it by:

- Being curious about who you are
- Letting your walls down
- Looking in the mirror – literally
- Keeping a journal and note what triggers positive feelings
- Substituting some screen time with people time
- Asking others how they see you
- Catching yourself when situations or people upset you
- Checking in with yourself and keeping a list of feelings
- Keep learning



<https://www.nbcnews.com/better/lifestyle/what-self-awareness-how-can-you-cultivate-it-ncna1067721>

Self- Management

The ability to regulate your thoughts, emotions, and behaviors in an effective manner throughout all situations.

Your thoughts are driven by emotions. They are how you choose to think, not who you are. Understanding this allows for a greater capability to alter your emotions and the behaviors that follow. When you change how you're thinking, you can change how you're feeling. Since behaviors mirror how you're feeling, changing your thoughts can alter the course of your behavior as well.



<https://www.successtartswithin.com/blog/self-management>



How to Develop Self-Management

Embrace Your Strengths

After reflecting on what you do best and how you do it, make a list of your strengths. Identifying your strengths will allow you to apply them to your personal goals and relationships.

Adapt to Challenges

When planning for the future, acknowledge the possibility of challenges arising. Create an action plan for how you can solve potential problems that may pop up. Then, you will be better prepared to face challenges when they do arise by adapting your actions.

<https://blogs.illinois.edu/view/8605/935456083>



How to Develop Self-management

Nurture Relationships

Make an active effort to spend time with friends and family and get to know the people you work with to nurture productive relationships.

Set Goals for Yourself

Leaders continuously improve themselves. Identify your goals and make a conscious effort to work towards them.

Understand Your Emotions

Being aware of your feelings will help you to maintain healthy relationships and attitudes.

<https://blogs.illinois.edu/view/8605/935456083>



How to Develop Self-management

Be Patient

Remember that everyone, including yourself, works at their own pace and in their own way. Understanding that you can't control everything will help you approach things in a healthy way.

Prioritize Your Well-being

In order to maintain a healthy attitude and productive relationships, you need to have a healthy and productive relationship with yourself. Set time aside to do the things you enjoy and that make you feel good, otherwise, you will feel burnt out.

<https://blogs.illinois.edu/view/8605/935456083>

Social Awareness

Your ability to accurately understand the emotions of other people and empathize with them.

If you lack social awareness, it can cause life to be much more difficult and full of friction. The ability to understand the emotions of others is incredibly important in building rapport and creating strong bonds. It can help with conflict management, increase positivity, and decrease discrimination.





Empathy

"The great gift of human beings is that we have the power of empathy."

Meryl Streep

Empathy is the ability to recognize, understand, and share the thoughts and feelings of another person.

Empathy helps you cooperate with others, build friendships, make moral decisions, and intervene when you see others being bullied. You can choose to cultivate and prioritize empathy. When you spend more time with individuals different from yourself, you tend to adopt a more empathic outlook toward others. Reading novels can help foster the ability to put yourself in the minds of others. Meditation has also been shown to help cultivate brain states that increase empathy.

<https://www.psychologytoday.com/us/basics/empathy>



How to Cultivate Social Awareness

Take the perspective of and empathize with others, including those from diverse backgrounds and cultures.

1. Educate yourself about diverse groups of people
2. Understand what it means to listen
3. Repeat and paraphrase what you hear
4. Pay attention to tone of voice
5. Watch facial expressions and body language
6. Study how others react to you
7. Analyze your social cues and reactions
8. Read the mood of the room

<https://www.wikihow.com/Develop-Social-Awareness>

<https://www.insperity.com/blog/social-awareness/>

Relationship Management

Improve your ability to communicate in an assertive, respectful, and non-defensive manner, particularly when providing feedback or managing interpersonal conflict!

Relationships are a piece of your life that needs positive attention to flourish. Being skilled in relationship management means viewing relationships as continually evolving organisms requiring constant cultivation. Thinking in this way will result in you generating healthy, positive, and long-lasting relationships based on trust that will be of value to each participant.



<https://www.successtartswithin.com/blog/relationship-management-the-final-pillar-of-emotional-intelligence>

Social Skills

You use these to verbally and non-verbally communicate and interact with other people, through gestures, body language and personal appearance.

Communication is influenced by both verbal language and the way you use it - tone of voice, volume of speech, and the words we choose - as well as by more subtle messages such as body language, gestures and other non-verbal communication methods. Developing social skills is about being aware of how you communicate with others, the messages you send, and how methods of communication can be improved to make them more efficient and effective.



SOCIAL SKILLS <https://www.skillsyouneed.com/ips/social-skills.html>

<https://www.skillsyouneed.com/quiz/343479>



How to Improve Relationship Management



Listen Carefully

Give someone your full attention and reflect thoughtfully. Use empathy to connect more authentically with others.



Ask Questions

Encourage people to be open and ask questions. An environment that's open for questions is more receptive to all possibilities.



Be a Good Communicator

Provide clarity in your statements, act objectively, and be aware of how you come off to others.



Use Praise

Provide useful and genuine feedback to those around you, and also be open to receiving feedback.



Self- Motivation

Motivation is your personal drive to improve and achieve, commit to your goals, take initiative, act on opportunities, and be optimistic and resilient. You can utilize your emotions to achieve your goals, enjoy learning, and persevere when faced with difficulties and obstacles.

A study showed that emotional intelligence positively related to positive emotions and negatively related to negative emotions. This means that when emotional intelligence goes up, positive emotions increase and negative emotions decrease.

Positive emotions predict an increase in both self-motivation towards exercise and resilience. Resilience predicts an increase in self-motivation, which acts as a predictor of both academic performance and regular participation in physical activity.

<https://www.phfgive.org/news/emotional-intelligence-for-better-health-lucy-campbell>

<https://www.skillsyouneed.com/general/emotional-intelligence.html#:~:text=The%20final%20personal%20skills%20aspect,key%20skills%20in%20this%20area.>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6719049/#:~:text=The%20results%20show%20that%20emotional,Resilience%20positively%20predicts%20self%2Dmotivation.>

Increase Self-Motivation



1

Set a specific, achievable goal. Regularly review your progress and set new goals.

2

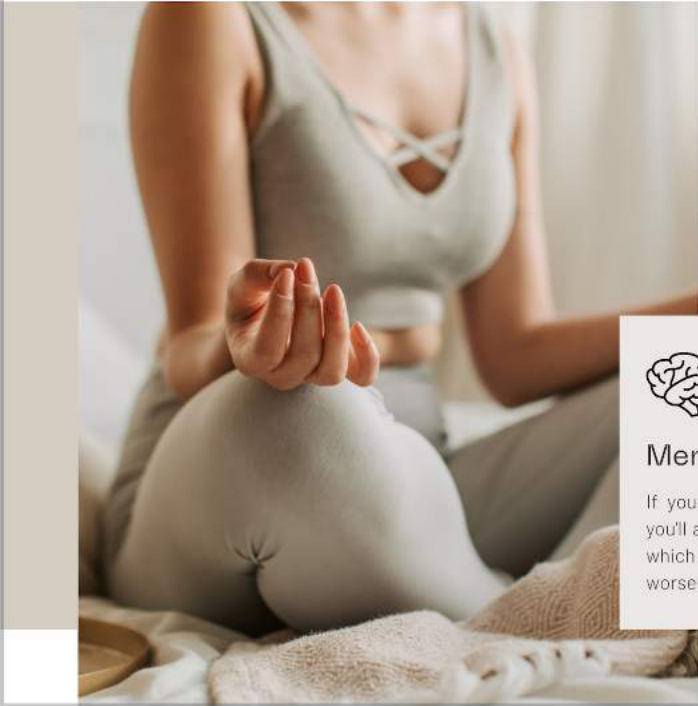
Make your goal part of your routine. Set reminders for yourself.

3

Break it into small, easy steps. Keep the momentum up as it takes about 2 months to develop a new habit.

4

Ask your friends and family to help keep you on track and find a mentor.



Emotional Intelligence and Well-being

The ability to identify and regulate your emotions and understand the emotions of others helps you to build relationships, and affects many different aspects of your life.



Mental Health

If you can't manage your emotions, you'll also struggle with relationships, which can leave you feeling lonely and worsen mental health.



Physical Health

Managing emotions helps you reduce stress and the serious health problems associated with too much stress.

<https://chartwell.com/en/blog/2019/11/does-emotional-intelligence-contribute-to-better-health#:~:text=Emotional%20intelligence%20contributes%20to%20better,increased%20through%20emotional%20skills%20training>.



Emotional Intelligence and Well-being



Relationships

By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling.



Social Intelligence

Lets you to recognize friend from foe, measure someone's interest in you, reduce stress through social communication, and feel loved and happy.



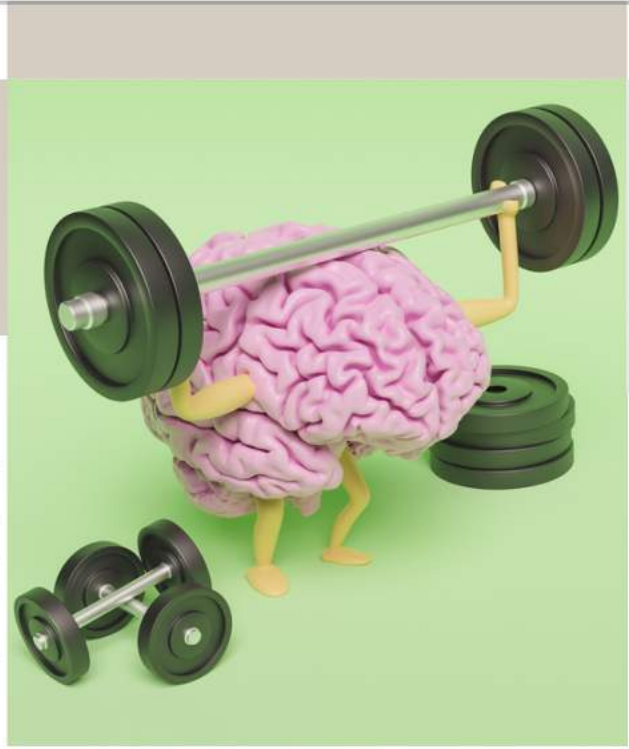
School or Work Performance

It can help you navigate social complexities, lead and motivate others, and excel in your career.

Mental Health

Therapy can help you improve your emotional intelligence, better understand yourself, and struggle less when interacting with others.

1. Talking through emotional issues aloud provides immediate feedback on your thoughts, and clarifies your strengths and weaknesses.
2. Therapists help teach self-regulation strategies that improve your emotional control.
3. The therapeutic relationship shows how to resolve conflicts and emotional discomfort, allowing you to make more meaningful relationships.
4. Increasing awareness of your own emotional experience through therapy improves your ability to empathize with others.
5. Working through your emotional discomfort alleviates symptoms, which energizes you to achieve your goals.



CBT Helps with Emotional Regulation



Mindfulness

Teaches you to identify your emotions before they get too intense to control and helps with cognitive control strategies that show you how to not fixate on ways of thinking that increase overwhelming feelings.



Distress Tolerance

This skill helps you work with unpleasant emotions and urges instead of denying or avoiding them and accept the reality of a situation that you cannot control or change without making anything worse.



Emotion Regulation Therapy

Helps you identify, acknowledge, and describe your emotions and learn better decision-making, constructive critical thinking, and problem-solving skills. It prevents you from avoiding feelings and choosing actions that impact on your wellbeing and allows unconditional self-acceptance.



Interpersonal Effectiveness

This involves getting people to meet your needs, getting them to do what you want them to do, and to get others to take your opinions seriously. The aim is to strengthen current relationships, build new and satisfying relationships, and end those relationships that are unhealthy or toxic.



Physical Health

Although studies have found that emotional intelligence is a better predictor of mental health than physical health, there are still correlations between emotional intelligence and physical health. Mental health also influences physical health, so high emotional intelligence benefits mental health which, in turn, benefits physical health. When you feel better mentally, you want to be more physically active. On the other hand, poor mental health usually causes low energy and increases stress. Increased stress can cause headaches, an upset stomach, sleep disturbances, and high blood pressure. Untreated high blood pressure can lead to heart attack or stroke.

Relationships

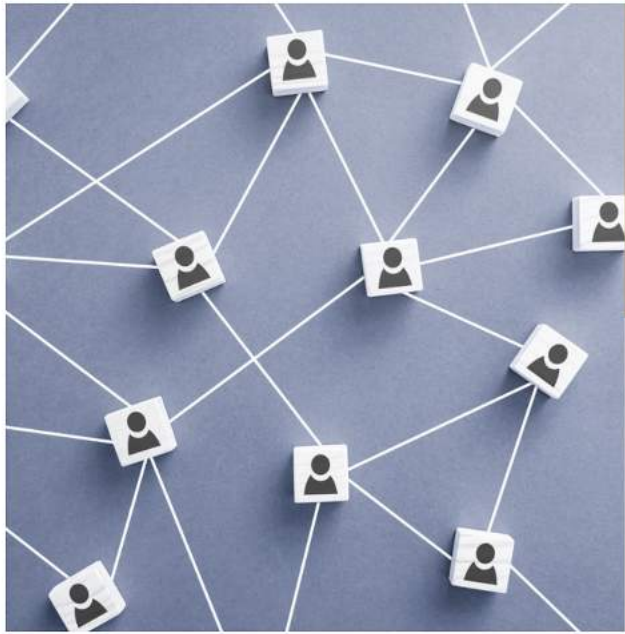
What does an emotionally intelligent relationship look like?

Couples who value emotional intelligence are friends at the core of their relationship, have deep respect for each other, communicate, know how to navigate conflict, encourage each other, exercise healthy boundaries, are aware of what's meaningful to each other, and share life together.

By learning how to regulate your emotions and recognize those of your partner, you will be able to communicate better, resolve conflicts more effectively, and enjoy a healthier and closer relationship with each other.



<https://www.goodtherapy.org/blog/making-love-last-importance-of-emotional-intelligence-0601184>



Social Intelligence

Emotional intelligence is an intrapersonal skill and social intelligence is an interpersonal skill. While emotional intelligence is the ability to recognize your own feelings and other's feelings, social intelligence is the ability to understand and interact with people. Emotional intelligence helps you make decisions for current scenarios while social intelligence helps you make decisions for future perspective. Social intelligence is also seen as an extension of emotional intelligence.



School or Work Performance

Emotional intelligence is essential to conflict management, which involves having the ability to help others through tense situations, tactfully bringing disagreements into the open, and defining solutions that everyone can endorse.



School

Students who can understand and manage their own emotions and those of others have better grades and test scores.



Work

Employees with high emotional intelligence are more likely to be motivated, have a positive outlook, and excel in leadership positions.



Emotional Intelligence

It's the ability to manage both your own emotions and understand the emotions of people around you



The Attributes

Commonly defined by five key attributes: self-management, self-awareness, social awareness, relationship management, and motivation



Development

Developing emotional intelligence involves working and focusing on yourself and seeing a therapist can help direct the process



Well-being

Emotional intelligence improves your mental and physical health, relationships, social intelligence, and school and work performance.

Develop Your Emotional Intelligence!

"[People] with high emotional intelligence create a culture of trust, respect, and collaboration, where everyone feels valued and heard."

Farshad Asl



Thanks for
Watching!