

Emotional Intelligence

“Managing Your Emotions



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Emotional Intelligence

Managing Your Emotions



Objectives:

- The difference between the emotional quotient and the intelligence quotient is reviewed.
- A clear, concise and understandable definition of emotional intelligence is given.
- The characteristics and abilities of emotional intelligence are identified.
- The effectiveness of emotional intelligence in the workplace, in relationships, and in one's self image is highlighted.
- How emotional intelligence helps in the development of successful team building.

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Emotion: In psychology and common use, **emotion** is an aspect of human being's mental state as it is connected to the person's internal (physical) and external (social) sensory feeling.

-Etymology

The word, **emotion**, is of two Latin words, **Ex/out, outward + motion/movement, action, gesture.**

Emotional Intelligence

Definitions



- **Emotional Intelligence:** The ability to recognize that we have emotions, name them and control them enough to make them enable us to choose how to behave”.

McBride & Maitland - The EI Advantage

Emotional Intelligence

Definitions



- **Emotion Regulation:** a term which refers to a person's ability to understand and accept his or her emotional experience, to engage in healthy strategies to manage uncomfortable emotions when necessary, and to engage in appropriate behavior (e.g. conduct daily activities, control reactions to abnormal circumstances, engage in social relationships) when distressed.

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Definitions



- **Anxiety:** A vague, unpleasant emotional state qualified by fear, nervousness, apprehension, dread, or uneasiness. Anxiety is often objectless, having no cause, event or person as specific contributor to the feeling.

Emotional Intelligence

Definitions



- **Emotional Reasoning:** the way we think reflects the way things **really** are: “I feel it; therefore, it must be true.”
- **Empathy:** How we recognize the feelings of others and how we respond to their verbal and nonverbal cues.

Emotional Intelligence

Definitions



- **Insecurity:** When one's feeling of safety is questioned and the risk of exposure to danger or some other uncomfortable situation is looming.
- **Self-image:** The imagined self; the self/person thinks oneself to be.

Emotional Intelligence

EQ = the measurement of our emotional intelligence



- Emotional Intelligence is the means by which we navigate the events of our lives. Whether we sabotage our lives or live healthy, successful lives, or how we think and act, for the most part, is based on emotional intelligence and not intellectual ranking.
- Fear, anger, sadness, guilt and shame are prominent emotions which gauge how we take on life's challenges. How we react is enmeshed in how we think. When our thinking process is distorted, our feelings will follow.
- Cognitive distortions, to some degree, are tied to our *tradition* (what we were brought up believing) and our *trauma* (profoundly painful experiences which form certain belief systems through which we lead our lives). The only thing that will change the distortions (the lies we believe about ourselves) is *training*. This enables us to reframe our belief systems and adjust our thinking so that our emotions are healed and the EQ is changed.

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Thorndike defines *success* as the achievement of something desired, planned or attempted; the attainment of wealth, *fame*, or position.

Success is the thing for which we are trained to strive. Although we fall short sometimes, virtually ne one sets a goal to fail. Years ago, the intelligence quotient (IQ) was viewed as a strong indicator of the level of success one could attain in life. The standard IQ test prevailed as the instrument to measure intelligence.

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The implied understanding was that one whose intellectual ranking, which includes logic, reasoning skills, reading, writing, and analyzing were key to gauging the extent to which one would achieve in society. Later, however, the research revealed that academic performance, alone, could not predict the *performance* indicators of success. The ability to work with others, how one views himself, how well one works under stress, empathy – none of these can be measured by an intelligence test.

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There is another element involved which is called Emotional intelligence. IQ seldom changes while EQ can change through self development or a profound experience. Although different, IQ and EQ, when working in complement to each other guarantee personal development and success.

The person who possesses a high EQ can inspire others to action and make them feel more confident. People with high IQ's and low EQ's sometimes are not able to relate to their peers, cannot handle stressful situations,

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feel detached from others, and are hindered from enjoying the benefit of successful relationships on the job and in social settings. When the EQ is developed one is able to tap into his/her innate intelligence, which enhances the ability to empathize, become transparent, identify with others on several levels and embrace the uniqueness in oneself and others.

Expressing one's feelings, seeking first to understand and then to be understood, understanding flexibility,

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practicing mood awareness and celebrating and appreciating differences in peers helps develop EQ.

Experts agree that a heightened EQ can bring happiness because it helps you focus on feelings as well as facts. IQ is concerned only with logic. Possessing a strong EQ enables one to benefit more from his/her IQ because it takes both to build and sustain a successful career, relationship and quality of life

Reference: Spirituality and Health – Daily OM

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How does an emotionally intelligent person behave:

An emotionally intelligent person is

- In touch with their emotions (able to name them)
- Able to control one's emotions sufficiently to have the best possible communication with others.
- Able to express emotions appropriately
- Able to deal with conflict appropriately
- In possession of good boundaries

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An emotionally intelligent person is

- Able to act with integrity and be trusted by others
- Able to be flexible in their approach to life and other people
- Able to cope with change effectively
- Feeling confident
- Knowledgeable to their strengths and weaknesses
- Able to give constructive feedback to others
- Able to accept feedback appropriately
- Able to learn from one's mistakes

Why Do We Need Emotional Intelligence?



Researchers conclude that people who manage their own feelings well and deal effectively with others are more likely to live content lives. Additionally, happy people are more apt to retain information and do so more effectively than dissatisfied people.

Why Do We Need Emotional Intelligence?



Emotional Intelligence has helped people cooperate better and be more motivated, thereby increasing fulfillment, productivity, and the ability to get along well with others.

Emotional Intelligence



**THE WAY YOU SEE THE WORLD IS
DEPENDENT UPON THE THREE T's**

TRADITION



- **The way people who raised and were around us saw the world (world is defined as being “outside of ourselves”).**

TRAUMA



- **Those incidents in our lives that influence our ideas and attitudes either positively or negatively.**

TRAINING



- **The modified effect on certain traditional values/ attitudes.**

Key Ingredients to living a life of peace that exhibit themselves in Emotional Intelligence:



Confidence

Curiosity

Deliberateness

Self-Control

Connection

Capacity to Communicate

Ability to Cooperate

Emotional Intelligence Characteristics



Emotional Intelligence encompasses
five characteristics and abilities.

Emotional Intelligence: Five Characteristics



- 1. Self Awareness:** How well we know ourselves in our emotions, recognizing feelings as they occur, and discriminating between them.
- 2. Mood Management:** How we handle feelings so they are relevant to the current situation, causing us to react appropriately.
- 3. Self-Motivation:** How we gather up our feelings and how we direct ourselves towards a goal, despite self-doubt, inertia, and impulsiveness.
- 4. Empathy:** How we recognize feelings in others and how we respond to their verbal and nonverbal cues.
- 5. Managing Relationships:** How we handle interpersonal interaction, conflict resolution, and negotiations.

“Advantages of Emotional Intelligence”



Ability to Manage Relationships (How we handle interpersonal interaction, conflict resolution and negotiations)

- Empathy, keeping calm in the face of another's dilemma, flexibility
- Improved communication with others; development of a skills set that enables one to develop better communication to build and sustain relationships

Advantages of Emotional Intelligence



- **Empathy** is the core of communication; it is how we understand the feelings of others
 - Connection
- Self Awareness (How well we know ourselves in our emotions, recognizing feelings as they occur, and discriminating between them)**
- Acting with integrity – the ability to be integrated, whole
 - Behaving in a way that is consistent with core beliefs
 - Being true to ourselves and honest with others

“Advantages of Emotional Intelligence”



- **Respect for others, acting with flexibility, honest straight forwardness in your dealings**
- **Feeling confident, positive and at peace with oneself, taking a positive view of life**
- **Curiosity**
- **Deliberateness**
- **Self Control**

Emotional Intelligence

Managing Your Emotions



Mood Management (How one handles feelings so they are relevant to the current situation, causing us to react appropriately)

- Fewer power games at home and at work
- Ability to accept responsibility for one's own actions
- Not worrying
- Avoiding of continually notice other people's opinion
- Not having to kick oneself for saying the wrong thing

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- **Flexibility**
- **Ability to work independently and proactively**
- **Manage change more confidently**
- **Increased Motivation**
- **Ability to learn from mistakes**

“We cannot become what we need to be by remaining what we are.” (Anonymous)

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- Ability to Learn from Mistakes
- Not feeling guilty about whether actions are not without integrity

Self Motivation: (How well we gather up our feelings and how we direct ourselves towards a goal, despite self-doubt, inertia, and impulses)

- Improved career prospects because
- Good communication skills
- Ability to work as a part of a team
- Creativity

What is Emotional Intelligence?



- Emotional Intelligence is how we navigate our lives. It is through our fears, envies, rages, and depressions; our worries and anxieties that steer us day to day.
- The price we pay for emotional illiteracy results in failed marriages, troubled families, stunted social and work lives, deteriorating physical health, and mental anguish; and as a society, in tragedies such as killings.

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Cognitive Distortions



- *All-or-nothing thinking*: You see things in black and white categories. If your performance falls short of perfect, you see yourself as a total failure.
- *Overgeneralization*: You see a single negative event as a never-ending pattern of defeat.
- *Mental filter*: You pick out a single negative detail and dwell on it exclusively so that your vision of all reality becomes darkened, like the drop of ink that discolors the entire beaker of water.

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Cognitive Distortions



- *Disqualifying the positive:* You reject positive experiences by insisting they “don’t count” for some reason or other. You maintain a negative belief that is contradicted by your everyday experiences.
- *Jumping to conclusions:* You make a negative interpretation even though there are no definite facts that convincingly support your conclusion.
 - a. *Mind reading.* You arbitrarily conclude that someone is reacting negatively to you and you don’t bother to check it out.

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Cognitive Distortions



- b. *The Fortune Teller Error*: You anticipate that things will turn out badly and feel convinced that your prediction is an already-established fact.
- *Magnification (catastrophizing) or minimization*: You exaggerate the importance of things (such as you goof –up someone else’s achievement), or inappropriately shrink things until they appear tiny (your own desirable qualities or the other fellow’s imperfections). This is also called the “binocular trick.”

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Cognitive Distortions



- *Emotional reasoning*: You assume that your negative emotions necessarily reflect the way things really are: “I feel it, therefore it must be true.”
- *Should statements*: You try to motivate yourself with shoulds and shouldn'ts, as if you had to be whipped or punished before you could be expected to do anything. “Musts” and “oughts” are also offenders. The emotional consequence is guilt. When you direct should statements toward others, you feel anger, frustration, and resentment.

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Cognitive Distortions



- ***Labeling and mislabeling:*** This is an extreme form of overgeneralization. Instead of describing your error, you attach a negative label to yourself. “I’m a loser.” When someone else’s behavior rubs you the wrong way, you attach a negative label to him, “He’s a damn louse.” Mislabeling involves describing an event with language that is highly colored and emotionally loaded.
- ***Personalization:*** You see yourself as the cause of some negative external event for which, in fact, you are not primarily responsible.

Adapted from book : Burns, David D., MD. *The Feeling Good Handbook*.

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What is Cognitive Distortions



Cognitive restructuring is basically changing thoughts that upset you. To work through this cognitive restructuring exercise, think of an upsetting event.

1. Describe the event (situation).
2. List your problem (thoughts) about the event.
3. List your feelings about the event using the Feelings Grid.
4. Evaluate your thoughts and write supporting evidence. (Evidence in favor of your thinking)
5. List disconfirming evidence (evidence not in favor of your thinking).

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Cognitive Restructuring Exercise



1. Describe the event (situation):

2. Problem Thought:

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Cognitive –Restructuring Exercise



3. List Feelings:

4. Supporting Evidence (Evidence in favor of your thinking:

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Cognitive- Restructuring Exercise



5. **Disconfirming Evidence (Evidence not in favor of your thinking):**

6. **Reasoned, Evidence-Based Conclusion (that will lead to positive behavior):**
