
Emotional Intelligence and Your Career

NALS Webinar
Russell Clayton, Ph.D.

Paul Wieand's story...

The image is a screenshot of a web article from Fast Company. The page has a dark blue header with the Fast Company logo and a hamburger menu icon. Below the header is a bright yellow section containing the article title and a short paragraph. At the bottom of the yellow section are social media sharing icons for Facebook, Twitter, LinkedIn, and Email. Below the yellow section is a white section with the start of the article text. The article title is 'A Leader's Journey' in a large, bold, black font. The author's name 'PAMELA KRUGER' and the date '05.31.99' are visible in the bottom right of the yellow section. The article text begins with 'Paul Wieand looked at the letter of "resignation" he was about to sign, but the words weren't registering. How could they fire me? Only days before, he and his wife were in Paris, celebrating his imminent appointment as CEO of'.

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LONG READ

A Leader's Journey

Paul Wieand went on a quest for power and became one of the banking industry's youngest-ever CEOs. Then his world collapsed, and he went on a painful search for the real meaning of leadership. Now he helps other leaders on their journeys.

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PAMELA KRUGER | 05.31.99 | 5:00 AM

Paul Wieand looked at the letter of "resignation" he was about to sign, but the words weren't registering. How could they fire me? Only days before, he and his wife were in Paris, celebrating his imminent appointment as CEO of

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- The rules of work are changing
 - *Supervisor/subordinate relationships; peer relationships*
 - *Workers are responding with more feeling and emotion when making their decisions*
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Over the next 60 minutes we will...

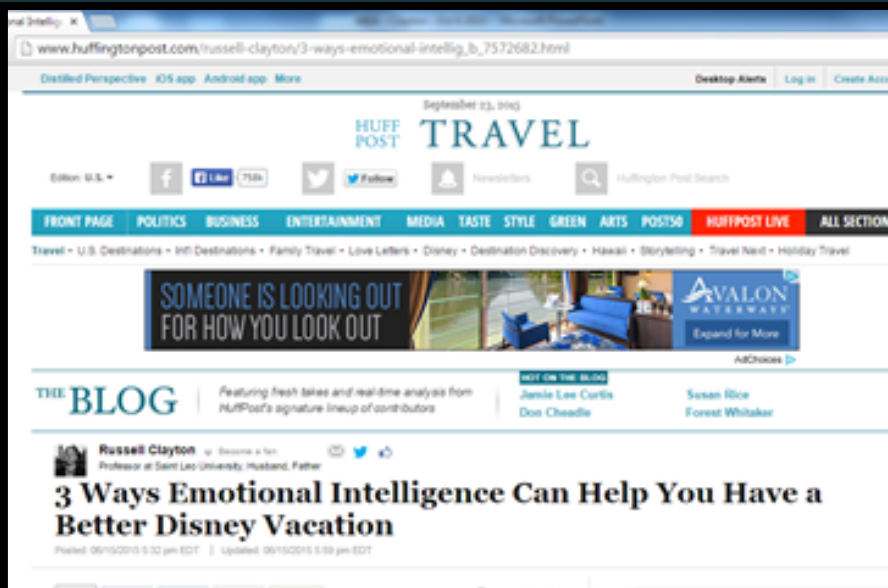
1 Learn what Emotional Intelligence (EI) is

2 Learn how EI can benefit your work & personal life

3 Learn how to increase your level of EI

About me

- Husband, father, college professor
- Research and write on work-life balance and emotional intelligence



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**What is Emotional
Intelligence?**

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Emotional intelligence is “a set of **emotional and social skills** that influence the way we

- 1) *perceive and express ourselves*
- 2) *develop and maintain social relationships*
- 3) *cope with challenges*
- 4) *use emotional information in an effective and meaningful way.”*¹


“At its most basic, emotional intelligence is the ability to manage the impact of emotions on our relationships with others.”¹

Components of Emotional Intelligence

Self-Awareness	Being aware of our own emotions
Self-Management	Using our awareness of our own emotions to direct our behavior in positive directions
Social Awareness	The ability to pick up on the emotions of others and understand what they are going through
Relationship Management	Using emotional information to manage relationships successfully

Emotional Intelligence is not:

- **A personality trait**
 - **A level of your motivation**
 - **A measure of how calm you are**
-



*Let's get a
snapshot of your
EI*

Respond honestly to all 14 items



*Let's get a
snapshot of your
EI*

**Add up your score for all 14
items**

*Let's get a
snapshot of your
EI*

Final score for all 14 items:

65 – 70 = Very High

59 – 64 = High

52 – 58 = Mid-Range

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**How EI Can Benefit Your
Work & Personal Life** }

“when it comes to success
in personal life, I would bet
EI matters more than IQ.”

Emotional Intelligence is related to:

- **Increased job satisfaction**
 - **Increased job performance**
 - **High quality social relationships**
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Emotional Intelligence is related to:

- **Better work-life balance**
 - **Increased leadership effectiveness**
 - **Increased income**
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**How to Increase Our Level
of Emotional Intelligence** }

1) Develop Empathy

- Empathy = *Recognizing, understanding, and appreciating how other people feel*



Developing Empathy

- **Show a genuine interest in those you interact with (e.g., colleagues, spouse, children)**
 - **Listen to people**
 - **Don't interrupt – don't rush to give advice**
 - **Take their point-of-view into account**

Developing Empathy

- Put yourself in their shoes
- You might ask yourself “If I were him/her...how would I react...?”
- This is taking a proactive approach



Developing Empathy

- “Of all the dimensions of emotional intelligence, empathy is the most easily recognized...But, we rarely hear people praised, let alone rewarded, for their empathy.”¹
- ***Key Takeaway: *empathy can lead to perceptions of fairness...and people tend to value fair treatment*

2) Develop Your Emotional Literacy

- Practice being “emotionally literate”
 - Express your feelings with specific feeling words (in 3 word sentences)
 - “You are ridiculous” vs. “I feel impatient”
 - *Which one gets to the root of the issue?*
 - One is a “you” statement...the other is an “I” statement

Developing Your Emotional Literacy

- *****Key Takeaway:** “*Thoughts determine emotions.*”
 - **Use “I” statements instead of “You” statements**
 - **Using “I” statements can help us regulate our emotions by more accurately expressing what we are feeling**

3) Develop Emotional Control

- **Recognize how tolerable you are to stress**
 - Identify stress coping mechanisms that are successful (for you)...and implement them! For example:
 - **Take a coffee break...walk break**
 - **Breathe deeply**
 - **Try forward thinking**
 - *How significant will ____ be tomorrow or next week?*

Developing Emotional Control

- **Choose to resolve conflict positively**
 - Pick and choose your arguments wisely
 - Practice forgiveness
 - Disengage from arguments that are not productive (even if you disagree)

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- **These 3 tips will *NOT* make us EI experts....developing EI takes time and practice.**
 - **However, this is a great place to start.**
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THANK YOU

Let's Connect!

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