

**University System of Georgia Staff Council  
2021 Conference**

# **Emotional Intelligence: Being Happy at Work**

**Presented by  
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# Emotional Intelligence

Ability to  
recognize and  
understand  
emotions



Using this  
awareness to  
manage yourself  
and relationships  
with others

# Emotional Intelligence



# WHAT IS THE DIFFERENCE?

## INTELLIGENCE QUOTIENT (IQ)

IQ score is derived from standardized tests designed to measure intelligence. IQ relates to intellectual abilities, like how well you learn, understand, and apply information. People with higher IQs can think abstractly and make mental connections more easily.

## EMOTIONAL INTELLIGENCE (EI OR EQ)

EI is using emotions to think and enhance our reasoning. Those with high EI are able to manage their emotions as well as use their emotions to facilitate their thinking and understand the emotions of others.

# EQ is a Key Part of The Whole Person



Expertise (IQ) - **What** you bring to work.

Personality - **Who** you are at work.

EQ - **How** you make the most of both your expertise and your personality.



# Why?

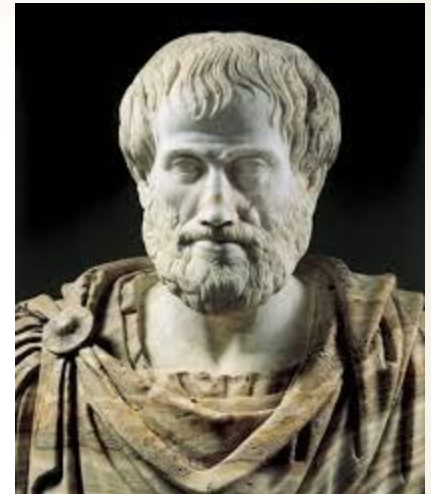
- EI is the strongest predictor of workplace performance.
- 90% of top performers have high emotional intelligence.
- People with average IQs outperform those with the highest IQs 70% of the time.
- Decades of research now point to EI as being the critical factor that sets star performers apart from the rest of the pack.

# Aristotle says,

“

Anybody can become angry – that is easy, but to be angry with the right person and to the right degree and at the right time and for the right purpose, and in the right way – that is not within everybody's power and is not easy.

”



Is it possible to make a  
decision without emotion?



Reason without emotion is  
neurologically impossible.

Dr. Antonio Damasio

# Dr. Antonio Damasio

Damasio is currently the Chair of Neuroscience as well as professor of Psychology, Philosophy, and Neurology at the University of Southern California – in his research on practical decision making, Dr. Damasio draws an intimate connection between emotion and cognition.



**NEOCORTEX**  
the reason



**LIMBIC  
SYSTEM**  
emotions

**REPTILIAN  
COMPLEX**  
instincts

EMOTIONAL INTELLIGENCE  
IS A BALANCE BETWEEN  
THE RATIONAL AND EMOTIONAL BRAIN.



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# SUBCONSCIOUS TO CONSCIOUS THOUGHT



## 1. REPTILIAN BRAIN

### WHAT HAPPENS HERE?

- Heart Rate
- Breathing
- Balance
- Compulsive Behavior



## 2. LIMBIC BRAIN

### WHAT HAPPENS HERE?

- Memories of Emotions
- Value Judgments
- 'Gut Feelings'

## 3. NEOCORTEX

### WHAT HAPPENS HERE?

- Language
- Abstract Thought
- Imagination
- Consciousness



- 2. Logical/Conscious Thought
  - slow & effortful
  - future focused
  - not a primary driver of decision making

95% OF DECISIONS MADE HERE.

- 1. Subconscious Thought
  - fast processing
  - emotion driven
  - cares about here & now



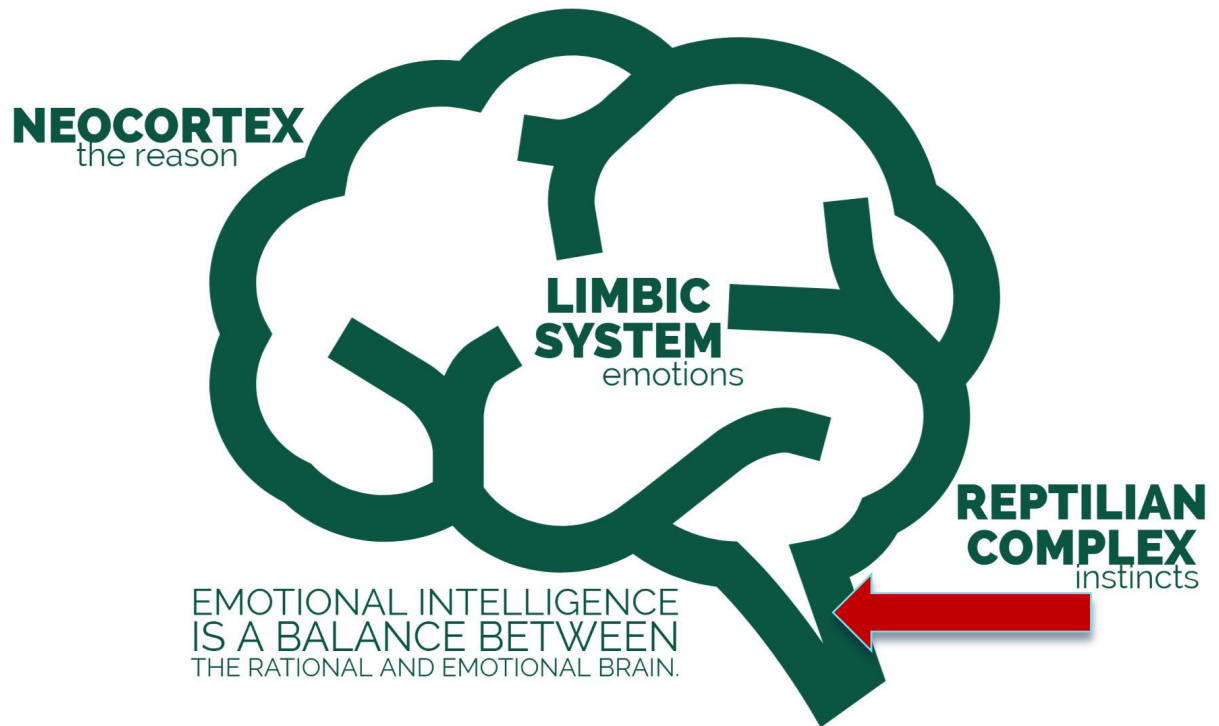
**EMOTIONS ARE THE DRIVING FORCE BEHIND THE DECISION MAKING PROCESS.**



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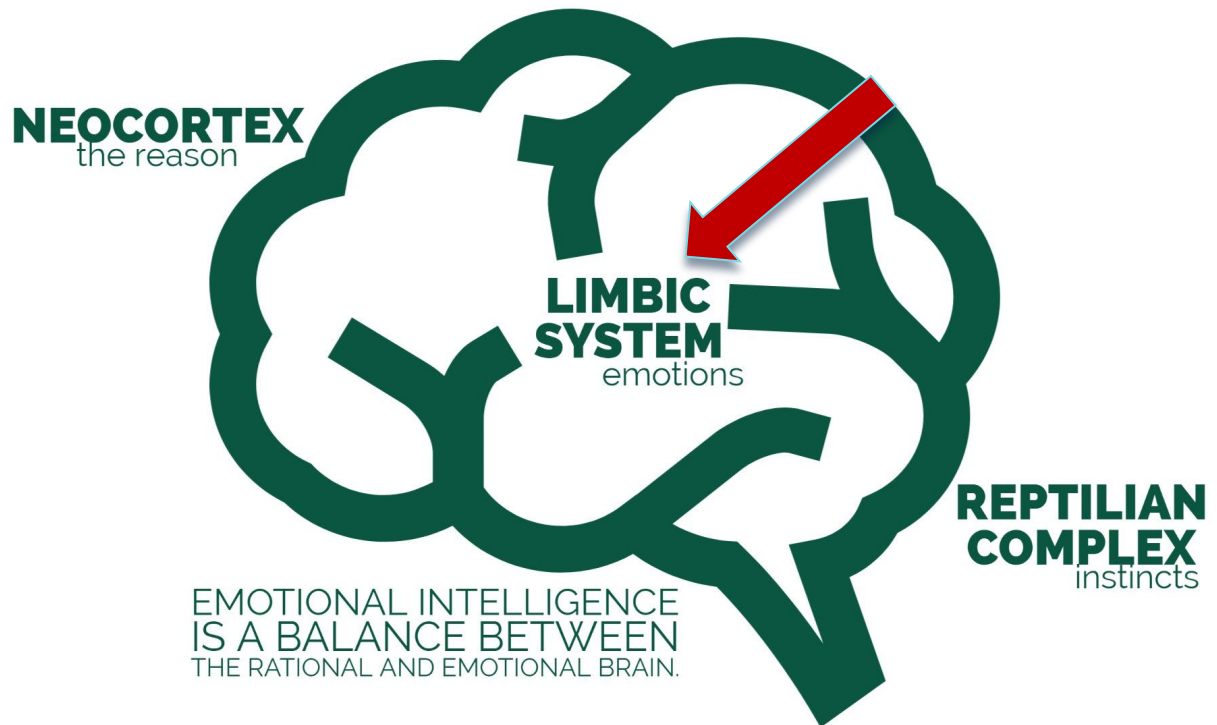
# Reptilian Complex

- Heart Rate
- Breathing
- Balance
- Compulsive Behavior



# Limbic System

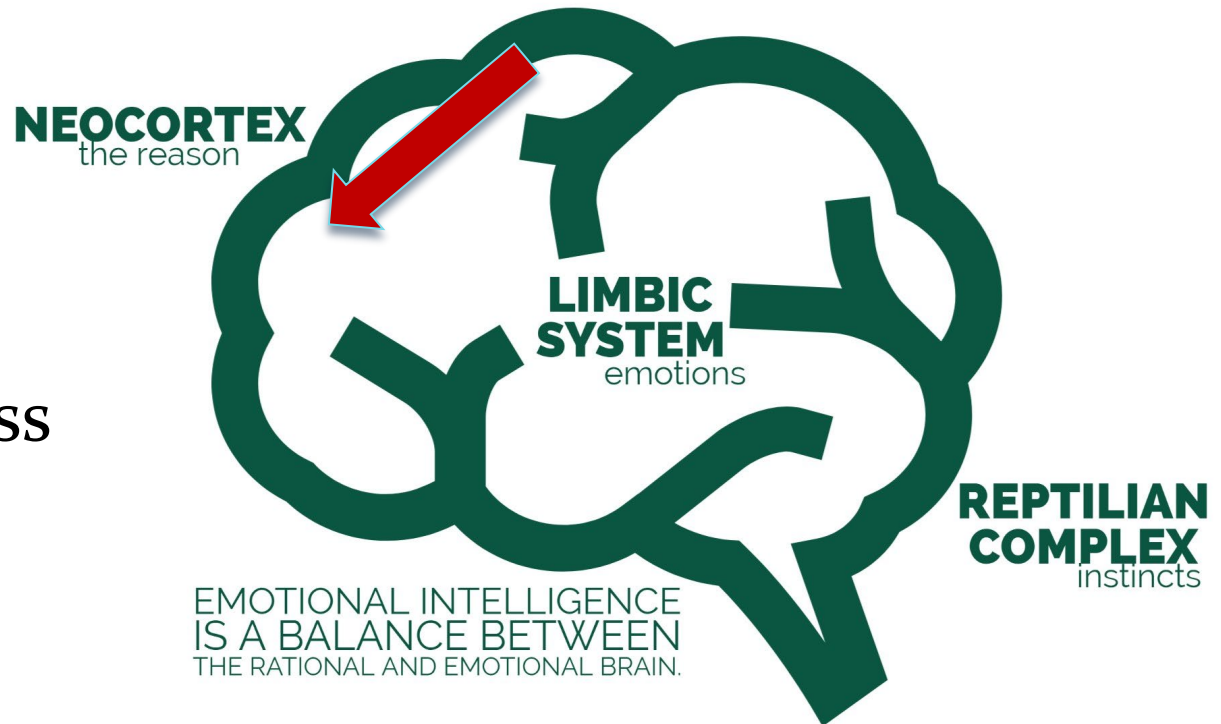
- Memories of emotions
- Value Judgements
- Gut Feelings



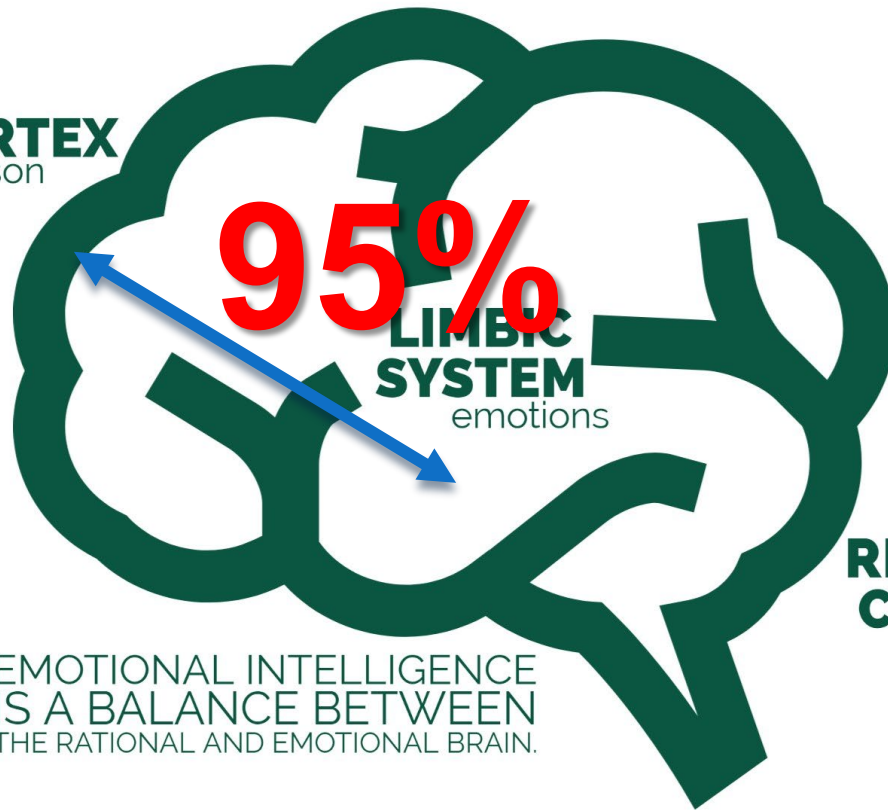


# Neocortex

- Language
- Abstract Thought
- Imagination
- Consciousness



**NEOCORTEX**  
the reason



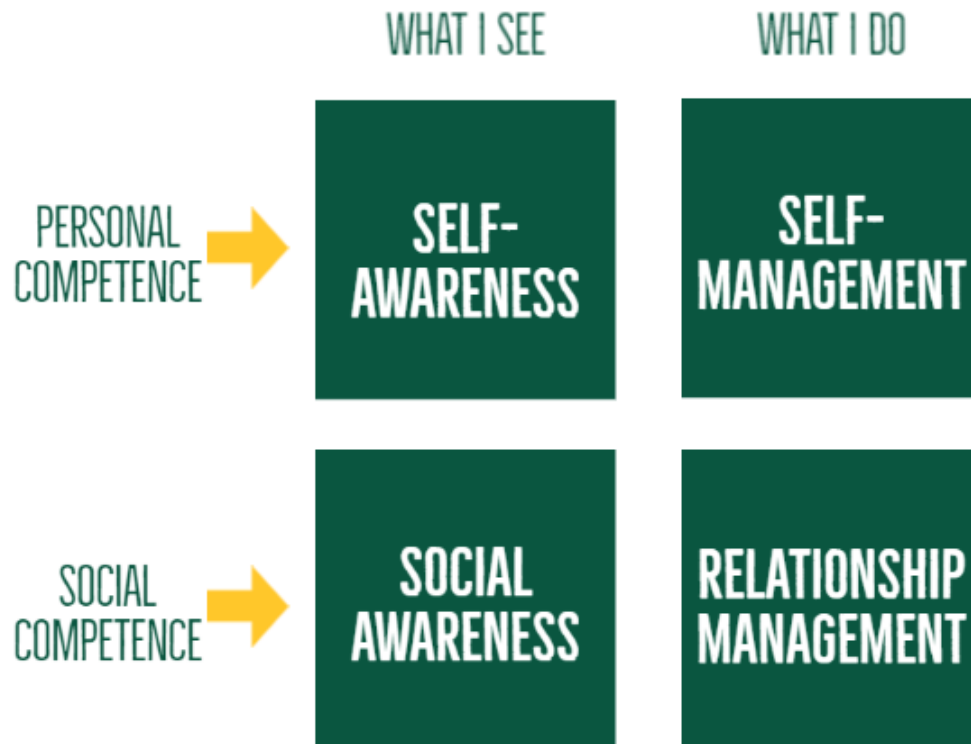
**REPTILIAN COMPLEX**  
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EMOTIONAL INTELLIGENCE  
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# 4 Skills of Emotional Intelligence



# what is EI?



**Emotional Intelligence (EI) is utilizing your emotions to determine the:**

- right response
- right time
- right person

**Emotional Intelligence (EI) is NOT:**

- just being nice
- suppressing emotions
- giving free rein to emotions
- attempting to be a robot
- being passive

# Where are you on the scale of EI/EQ?

**Quiz time**

<https://www.mindtools.com/pages/article/ei-quiz.htm>

Score	Comment
15-34	<p>You need to work on your emotional intelligence. You may find that you feel overwhelmed by your emotions, especially in stressful situations; or, you may avoid conflict because you think that you'll find it distressing.</p> <p>It's likely, too, that you find it hard to calm down after you've felt upset, and you may struggle to build strong working relationships.</p>
35-55	<p>Your emotional intelligence level is... OK.</p> <p>You probably have good relationships with some of your colleagues, but others may be more difficult to work with.</p>
56-75	<p>Great! You're an emotionally intelligent person.</p> <p>You have great relationships, and you probably find that people approach you for advice.</p>



# Good News

## EMOTIONAL INTELLIGENCE CAN BE DEVELOPED!

- People feel before they think and act
- It's possible to change people's responses to feelings
- These changes have a positive impact on individual and team behavior
- New behavior improves job performance

**EMOTIONS → THOUGHTS → BEHAVIOR → PERFORMANCE**

# Self Awareness - Introspective

SELF-  
AWARENESS



SELF-  
MANAGEMENT

SOCIAL  
AWARENESS

RELATIONSHIP  
MANAGEMENT

## SELF-AWARENESS

THE ABILITY TO RECOGNIZE AND UNDERSTAND YOUR MOODS, EMOTIONS, AND DRIVES, AS WELL AS THEIR EFFECT ON OTHERS.

### HALLMARKS

- SELF CONFIDENCE
- REALISTIC SELF-ASSESSMENT
- SELF-DEPRECATING SENSE OF HUMOR





# Self-Awareness Strategy

- Observe the ripple effect from your emotions
- Visit your values
- Check yourself
- Know who and what pushes your buttons
- Stop and ask yourself *why* you do the things you do
- Seek feedback

# Self-Management - Proactive

SELF-  
AWARENESS

SELF-  
MANAGEMENT

SOCIAL  
AWARENESS

RELATIONSHIP  
MANAGEMENT

## SELF-MANAGEMENT

THE ABILITY TO CONTROL OR REDIRECT DISRUPTIVE IMPULSES AND MOODS. THE PROPENSITY TO SUSPEND JUDGMENT - TO THINK BEFORE ACTING.

### HALLMARKS

- TRUSTWORTHINESS & INTEGRITY
- COMFORT WITH AMBIGUITY
- OPENNESS TO CHANGE







# Self-Management Strategies

- Take control of your self-talk
- Count to ten
- Smile and laugh more
- Learn a valuable lesson from everyone you encounter

# Social Awareness - Introspective

SELF-  
AWARENESS

SELF-  
MANAGEMENT

SOCIAL  
AWARENESS

RELATIONSHIP  
MANAGEMENT

## SOCIAL AWARENESS

THE ABILITY TO UNDERSTAND THE EMOTIONS  
OF THE PEOPLE YOU DEAL WITH.

### HALLMARKS

- EMPATHY
- ORGANIZATIONAL AWARENESS
- SERVICE ORIENTATION





# Social Awareness Strategies

- Greet people by name
- Watch body language
- Live in the moment
- Practice the art of listening
- Step into their shoes

# Relationship Management - Proactive

SELF-  
AWARENESS

SELF-  
MANAGEMENT

SOCIAL  
AWARENESS

RELATIONSHIP  
MANAGEMENT

## RELATIONSHIP MANAGEMENT

PROFICIENCY IN MANAGING RELATIONSHIPS AND BUILDING NETWORKS. AN ABILITY TO FIND COMMON GROUND AND BUILD RAPPORT.

### HALLMARKS

- EFFECTIVENESS IN LEADING CHANGE
- PERSUASIVENESS
- SERVICE ORIENTATION







# Relationship Management Strategies

- Be open and curious
- Take feedback well
- Build trust
- Acknowledge the other person's feelings
- Tackle a tough conversation
- Remember the little things that pack a punch

# BE HAPPY AT WORK: Increase your EI

Research shows that people improve their EI most when the following conditions are present:

- They have a strong motivation to learn or change
- They practice new behaviors consistently
- They seek feedback on their own behavior



## HOW TO DEVELOP YOUR EI



1. Define who you are
2. Define what you want to be
3. Seek feedback
4. Identify behaviors you want to keep
5. Identify behaviors you want to develop
6. Experiment with new behavior
7. Reflect on the outcome
8. Practice the new behavior



# Happiness Action Plan

1. Pick an EI skill to work on.
2. Pick 3 strategies to begin using for your chosen skill.
3. Choose an EI mentor.
4. Keep the following in mind as you apply:
  - Expect success, not perfection
  - Practice, practice, practice
  - Be patient
5. Measure your progress



# EI Resources

- Websites
  - Talentsmart.com
  - Eiconsortium.org
  - Eisource.com
  - 6seconds.org
- Books / Articles
  - Goleman
    - Emotional Intelligence (1995)
    - Working with emotional intelligence (1998)
  - Bradberry & Greaves: Emotional Intelligence Quick Book
  - Anthony Mersino: Emotional Intelligence for Project Managers
  - Emily Sterrett: Managers' Pocket Guide to Emotional Intelligence



# Questions???

