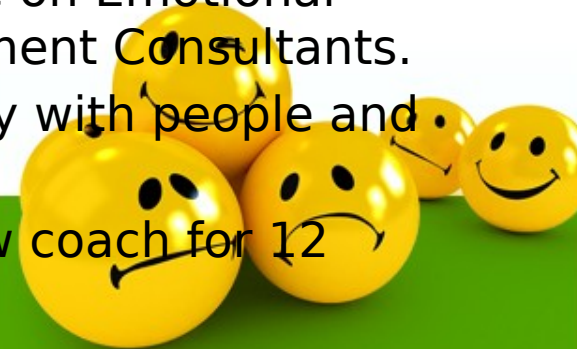




A (very!) brief Introduction to Emotional Intelligence

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



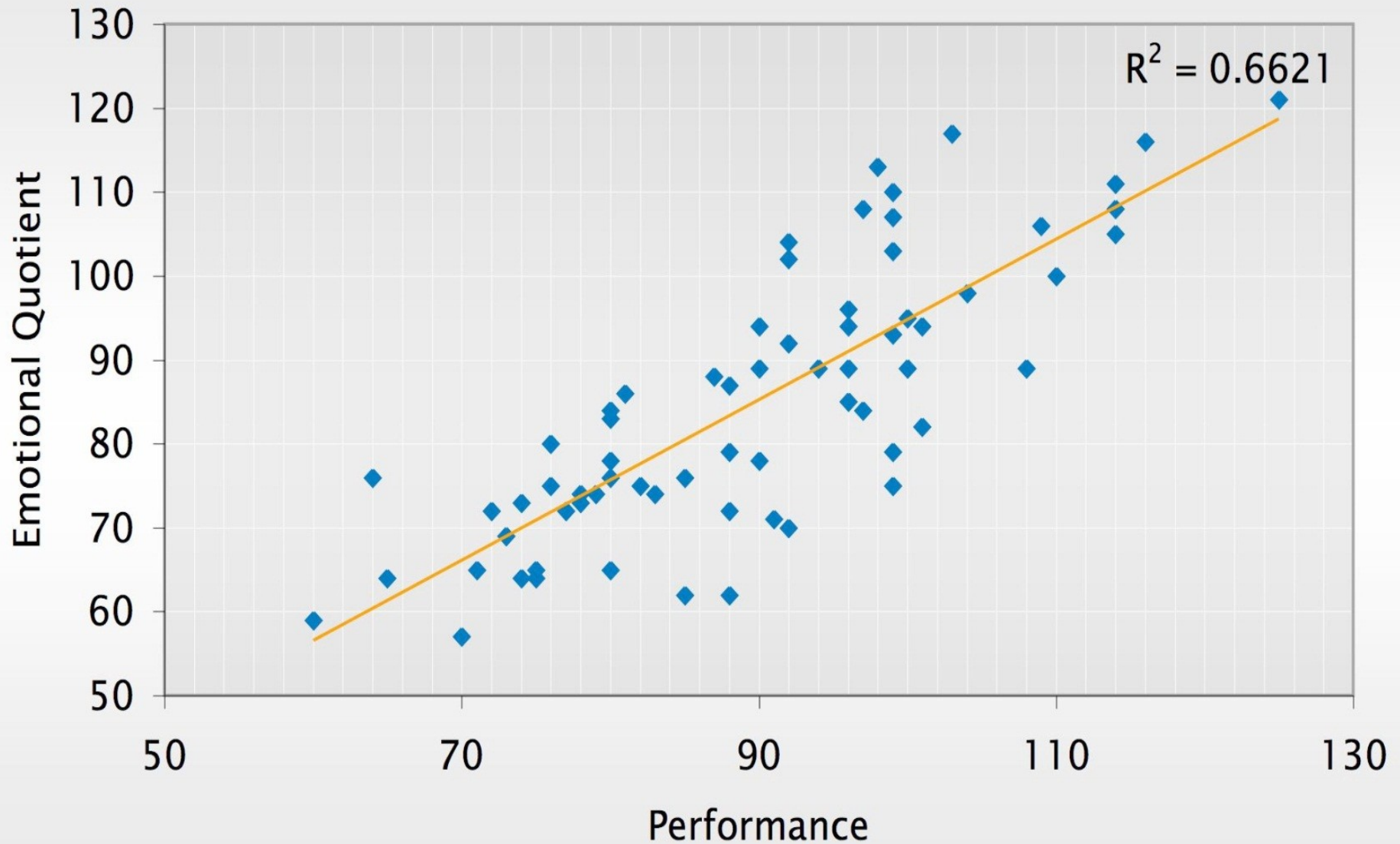
Importance of EI to Organizations, too

- 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.



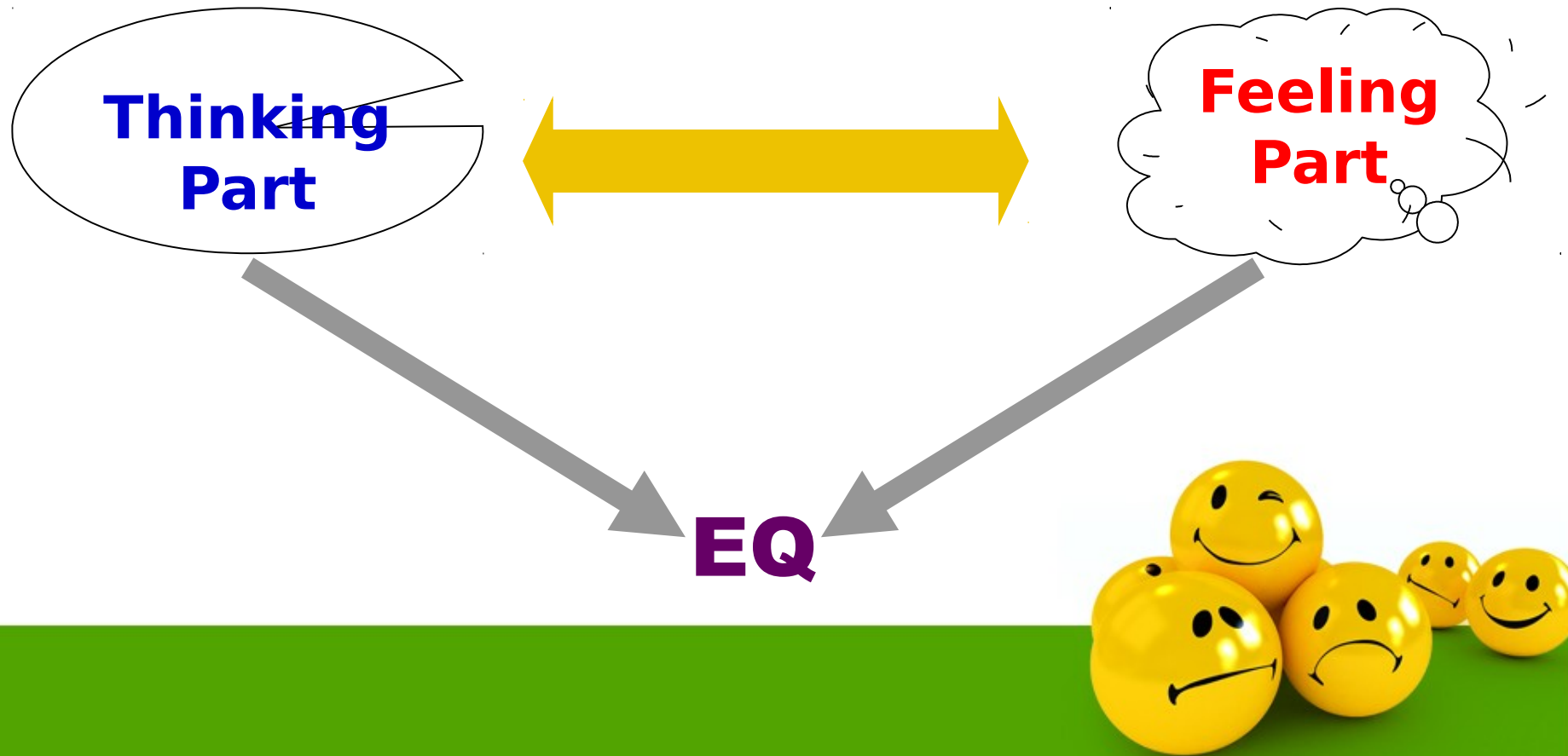


Fariselli, L. & Freedman, j. 'Stress, Emotional Intelligence and Performance in Healthcare' (2008)

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.



The EQ-i2.0 Emotional Intelligence Model

Please refer to your handout.

EQ-i 2.0 Model of Emotional Intelligence

SELF-PERCEPTION

Self-Regard is respecting oneself while understanding and accepting one's strengths and weaknesses. Self-Regard is often associated with feelings of inner strength and self-confidence.

Self-Actualization is the willingness to persistently try to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

Emotional Self-Awareness includes recognizing and understanding one's own emotions. This includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on one's own thoughts and actions and those of others.

SELF-EXPRESSION

Emotional Expression is openly expressing one's feelings verbally and non-verbally.

Assertiveness involves communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

Independence is the ability to be self directed and free from emotional dependency on others. Decision-making, planning, and daily tasks are completed autonomously.



STRESS MANAGEMENT

Flexibility is adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

Stress Tolerance involves coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

Optimism is an indicator of one's positive attitude and outlook on life. It involves remaining hopeful and resilient, despite occasional setbacks.

DECISION MAKING

Problem Solving is the ability to find solutions to problems in situations where emotions are involved. Problem solving includes the ability to understand how emotions impact decision making.

Reality Testing is the capacity to remain objective by seeing things as they really are. This capacity involves recognizing when emotions or personal bias can cause one to be less objective.

Impulse Control is the ability to resist or delay an impulse, drive or temptation to act and involves avoiding rash behaviors and decision making.

INTERPERSONAL

Interpersonal Relationships refers to the skill of developing and maintaining mutually satisfying relationships that are characterized by trust and compassion.

Empathy is recognizing, understanding, and appreciating how other people feel. Empathy involves being able to articulate your understanding of another's perspective and behaving in a way that respects others' feelings.

Social Responsibility is willingly contributing to society, to one's social groups, and generally to the welfare of others. Social Responsibility involves acting responsibly, having social consciousness, and showing concern for the greater community.

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://](http://www.youtube.com/watch?v=ntGROLuMq5M&feature=relmfu&noredirect=1)

www.youtube.com/watch?v=ntGROLuMq5M&feature=relmfu&noredirect=1

Emotional Intelligence – Part 2 6.31mins

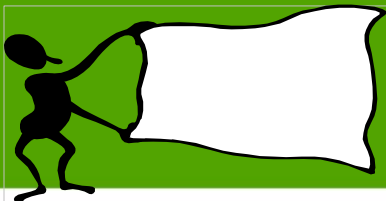
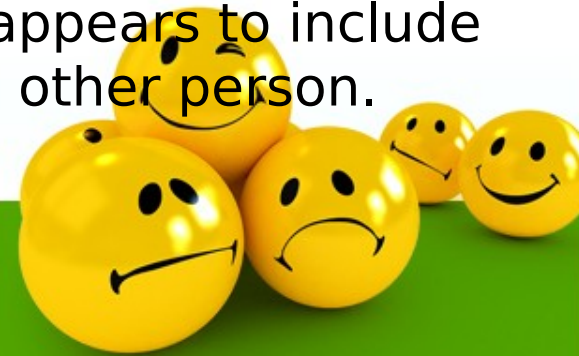


Emotional development

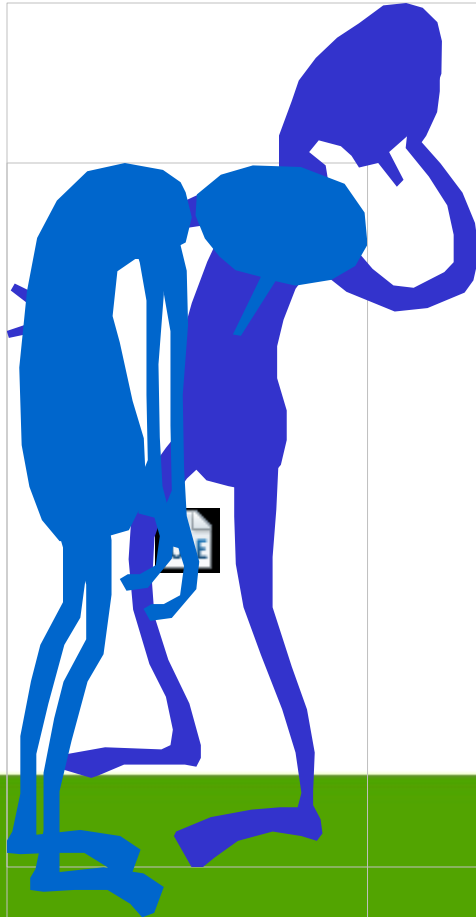


Empathy

- 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

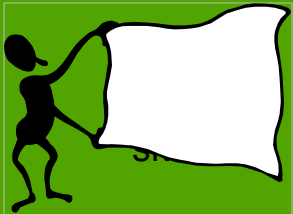


- Greater emotional stability
- Greater interpersonal sensitivity
- Greater affiliation

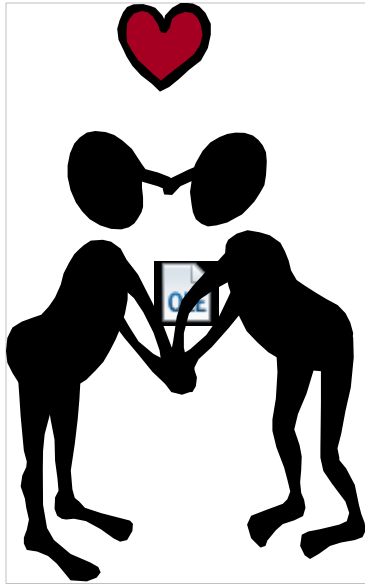


The art of social relationships--managing emotions in others

- 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!



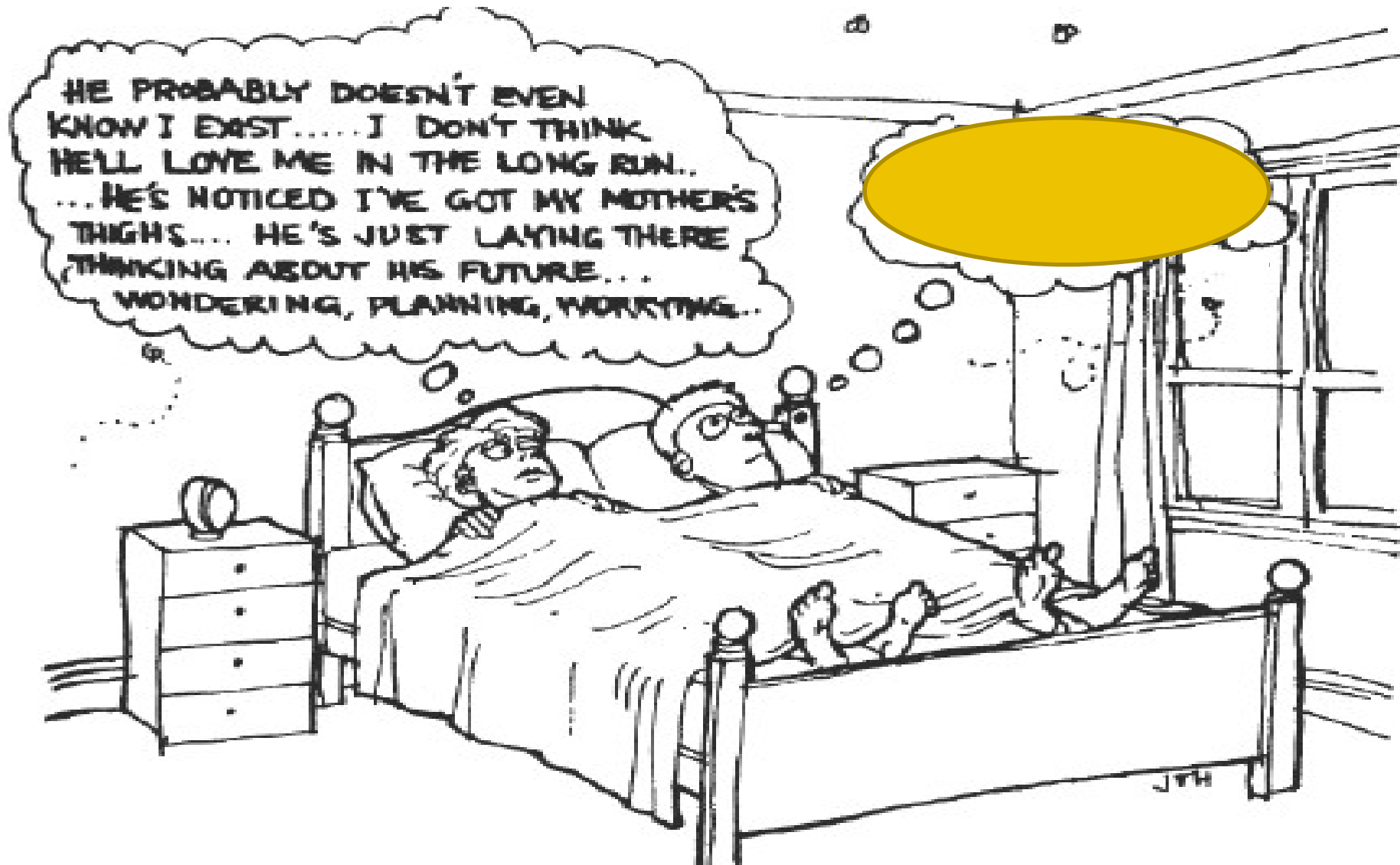
What EI trait/traits are not being shown here...



'...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...



What is this EI Cluster and trait is this guy displaying?



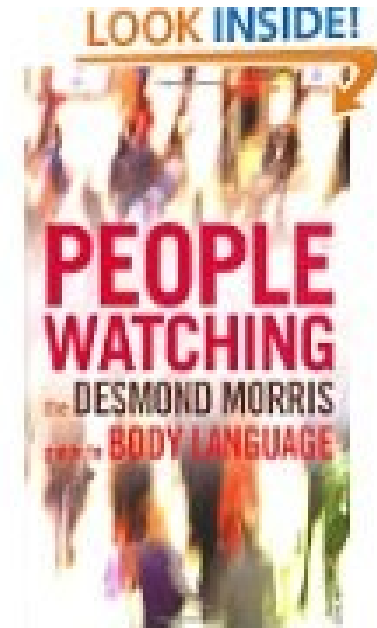
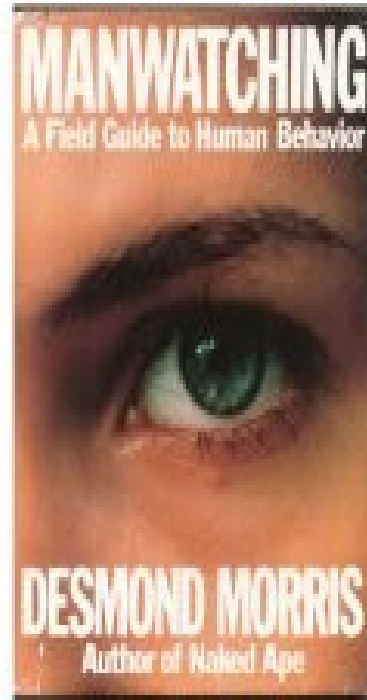
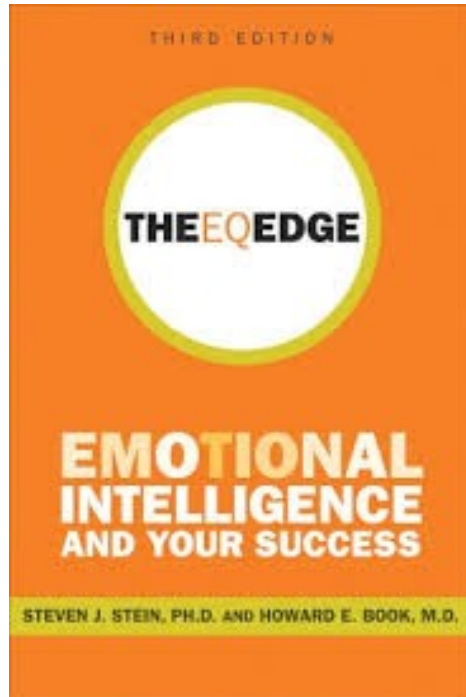
Here comes the tests!

<http://>

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



Recommended Reading

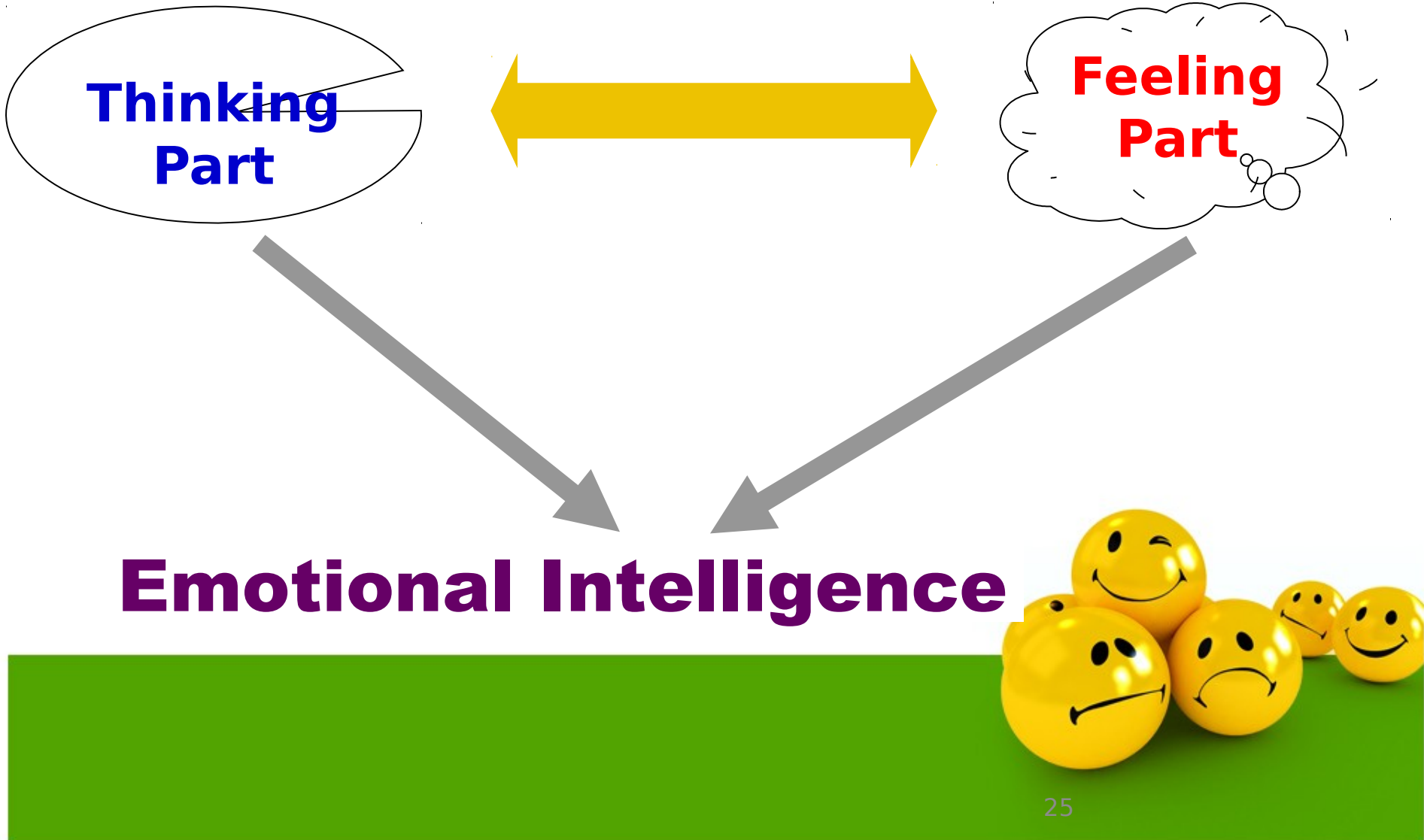


Recommended EI Journal Articles

- Habib, S, Riaz, M, & Akram, M 2012, '**Emotional Intelligence as Predictor of Life Satisfaction among Nurses: Mediating Role of Spiritual Wellness**', *FWU Journal Of Social Sciences*, 6, 1, pp. 73-78, Academic Search Complete, EBSCOhost, viewed 25 September 2012.
- Heffernan, M, Griffin, M, McNulty, S, & Fitzpatrick, J 2010, '**Self-compassion and emotional intelligence in nurses**', *International Journal Of Nursing Practice*, 16, 4, pp. 366-373, CINAHL Plus, EBSCOhost, viewed 25 September 2012.
- Freshman, B, & Rubino, L 2004, '**Emotional Intelligence Skills for Maintaining Social Networks in Healthcare Organizations**', *Hospital Topics*, 82, pp. 2-9, British Library Document Supply Centre Inside Serials & Conference Proceedings, EBSCOhost, viewed 25 September 2012.
- Cadman, C. and Brewer, J. (2001), **Emotional intelligence: a vital prerequisite for recruitment in nursing**. *Journal of Nursing Management*, 9: 321-324.



Don't forget... "The Goal"





Questions?