



EMOTIONAL INTELLIGENCE

PART 1

Session 1: Understanding Emotional Intelligence (EQ)

Learning outcome: This session will focus on understanding what Emotional Intelligence is and how it affects us at work.

Topics:

1. What is EQ?
2. Your brain and EQ.
3. Why does EQ matter at work?

HISTORY OF EQ

Back in the 1920s, the American psychologist Edward Thorndike talked about something he called “social intelligence. Later, the importance of “emotional factors” was recognized by David Wechsler, one of the fathers of IQ testing. In 1940, in a rarely cited paper, Wechsler urged that the “non-intellective aspects of general intelligence” be included in any “complete” measurement. This paper also discussed what he called “affective” and “conative” abilities—basically, emotional and social intelligence—which he thought would prove critical to an overall view. Unfortunately, these factors were not included in Wechsler's IQ tests, and little attention was paid to them at the time.

In 1948 another American researcher, R.W. Leeper, promoted the idea of “emotional thought,” which he believed contributed to logical thought.

Emotional intelligence's greatest champion is widely considered the author and psychologist Daniel Goleman. His 1995 book on the subject gained wide popularity and made emotional intelligence a word common in our language.

EQ/EI refers to emotional management skills which provide competence to balance emotions and reason, to maximize long term effectiveness & happiness.

YOUR BRAIN AND EQ

Mayer and Salovey (1997) modified their definition of emotional intelligence to emphasize more strongly "the ability to think about feelings" as one facet of the EQ theory.

Another familiar psychoanalytic concept that overlaps with the emotional intelligence theory is the concept of psychological mindedness. Although this concept has often been used synonymously with the more vaguely defined concepts of insightfulness, self-awareness, and introspectiveness, most psychoanalysts are guided by the view that psychological mindedness refers to "A person's ability to see relationships among thoughts, feelings, and actions, with the goal of learning the meanings and causes of their experience and behavior".

Mayer and Salovey's (1997) revised definition of emotional intelligence emphasizes the ability to reflect on and think about feelings, as well as the ability to regulate emotions, thus establishing the connection between your mental functions and emotional intelligence.

DIFFERENCE BETWEEN IQ AND EQ

Intelligence Quotient - IQ -

- Measures cognitive intelligence – your ability to learn / skilled use of reason
- Doesn't change, fixed at birth
- Neo cortex or top portion of the brain
- Gets you through school

Emotional Intelligence Quotient - EQ -

- Measures emotional intelligence – your ability to use emotions & cognitive skills
- Flexible skill, can be learned
- Limbic system portion of the brain
- Gets you through life

EMOTIONAL INTELLIGENCE AT WORK

Emotional intelligence can help you navigate the social complexities of the workplace, lead, and motivate others, and excel in your career. In fact, when it comes to gauging job candidates, many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.