

A conceptual illustration where a human brain is formed by blue string and a heart is formed by red string. The strings are knotted and looped to create the shapes. The brain is on the left, and the heart is on the right. The strings are tied together at the bottom center.

Increasing Our Emotional Intelligence

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SHARE AND COMPARE (breakout room)

The emotions **you** experienced
(image 1)

The emotions you imagined **the
woman** experiencing (image 2)

Define EQ

Why EQ

Boost EQ

Emotional Intelligence Defined:

*“The ability to engage in **sophisticated information processing** about one’s own and other’s emotions, and the ability to use that information as **a guide to thinking and behavior.**”*

Peter Salovey, Yale University
John Mayer, University of
New Hampshire



Intelligence Quotient (IQ)



Emotional Intelligence Quotient (EQ)

EMOTIONAL AWARENESS

A constant consciousness about our own shifting emotional state, and the emotional status of those around us.

EMOTIONAL REGULATION

The ability to respond to, and control, any change in our emotional environment.

EMOTIONAL REDIRECTION

The capacity to reorient our emotional state towards positivity and optimism so that we can achieve our goals no matter what emotions may be provoked by challenges or setbacks.

EMPATHY

A recognition and appreciation of the emotional experience of others in order to increase one's understanding of their perspective and point of view.

SOCIAL SKILLS

The ability to communicate, negotiate, and influence others through an emotional– not just rational– channel.

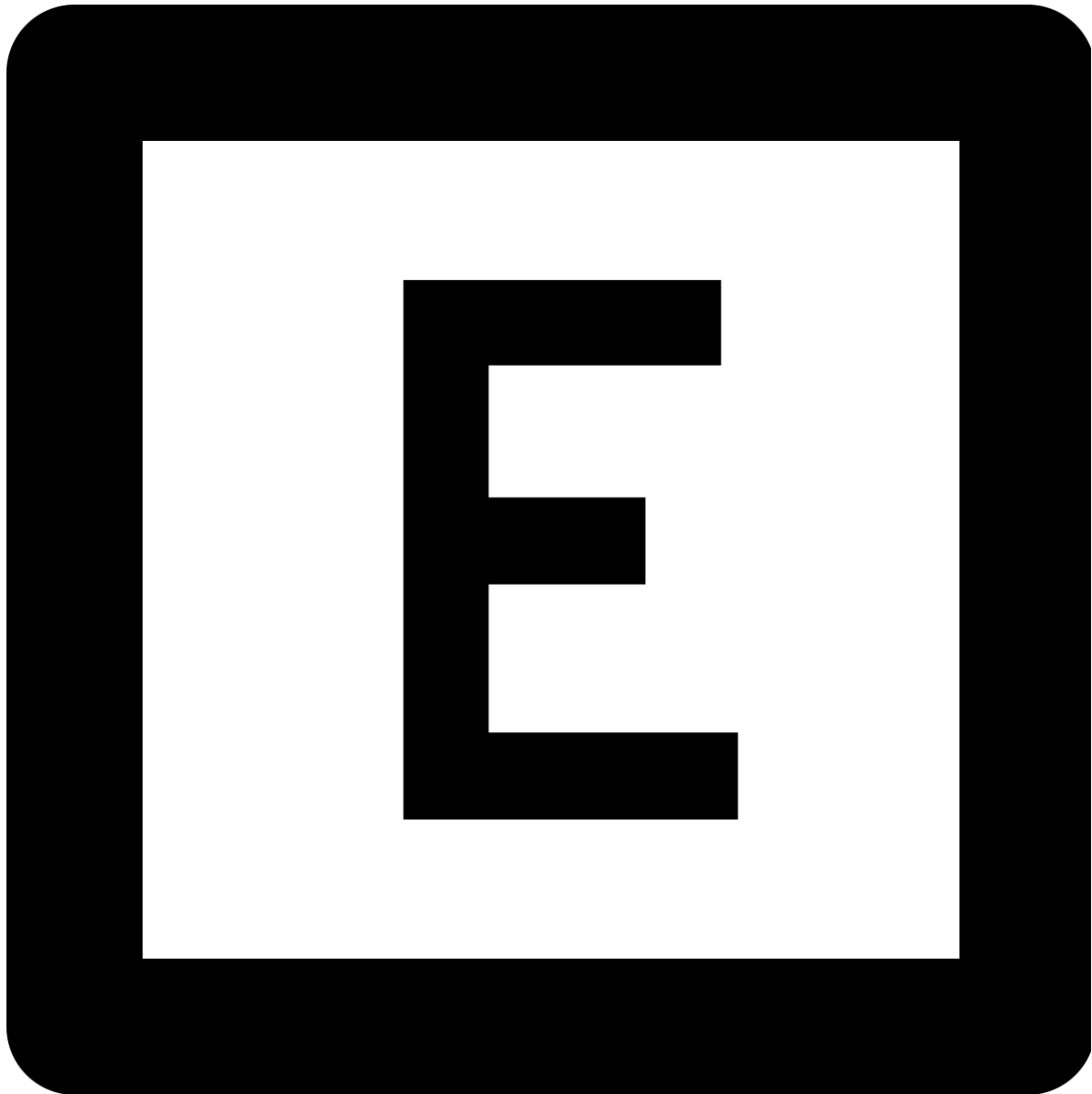
Why Does EQ Matter?

Harvard: EQ *twice* as predictive of job success as IQ

McClelland: managers with EQ training had **80% less** grievances filed against them

Google: EQ more correlated with **management success** than IQ or technical competence

Yale: Higher EQ produces **better decision making**



The Three E's

Employ
Explore
Express

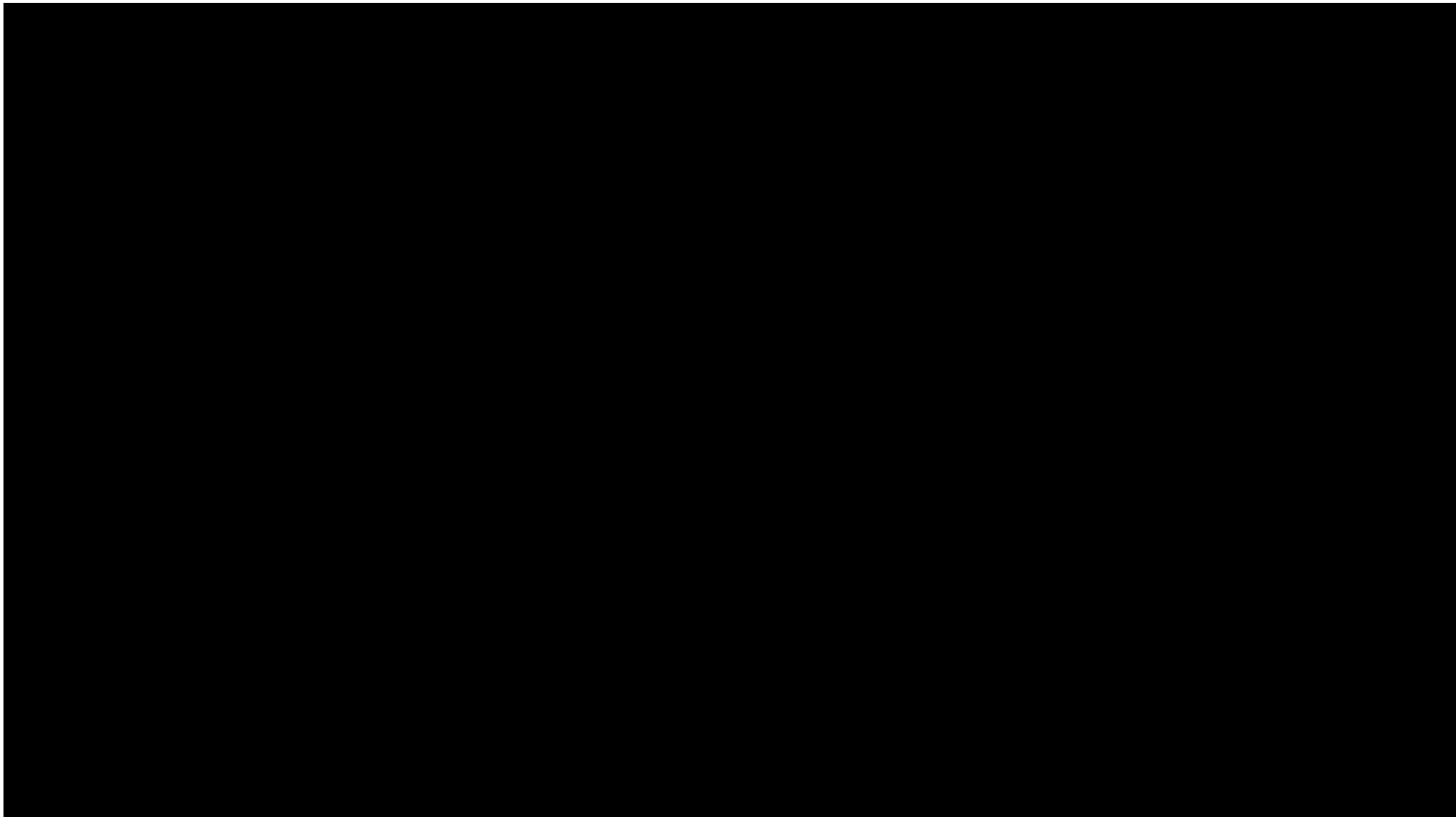


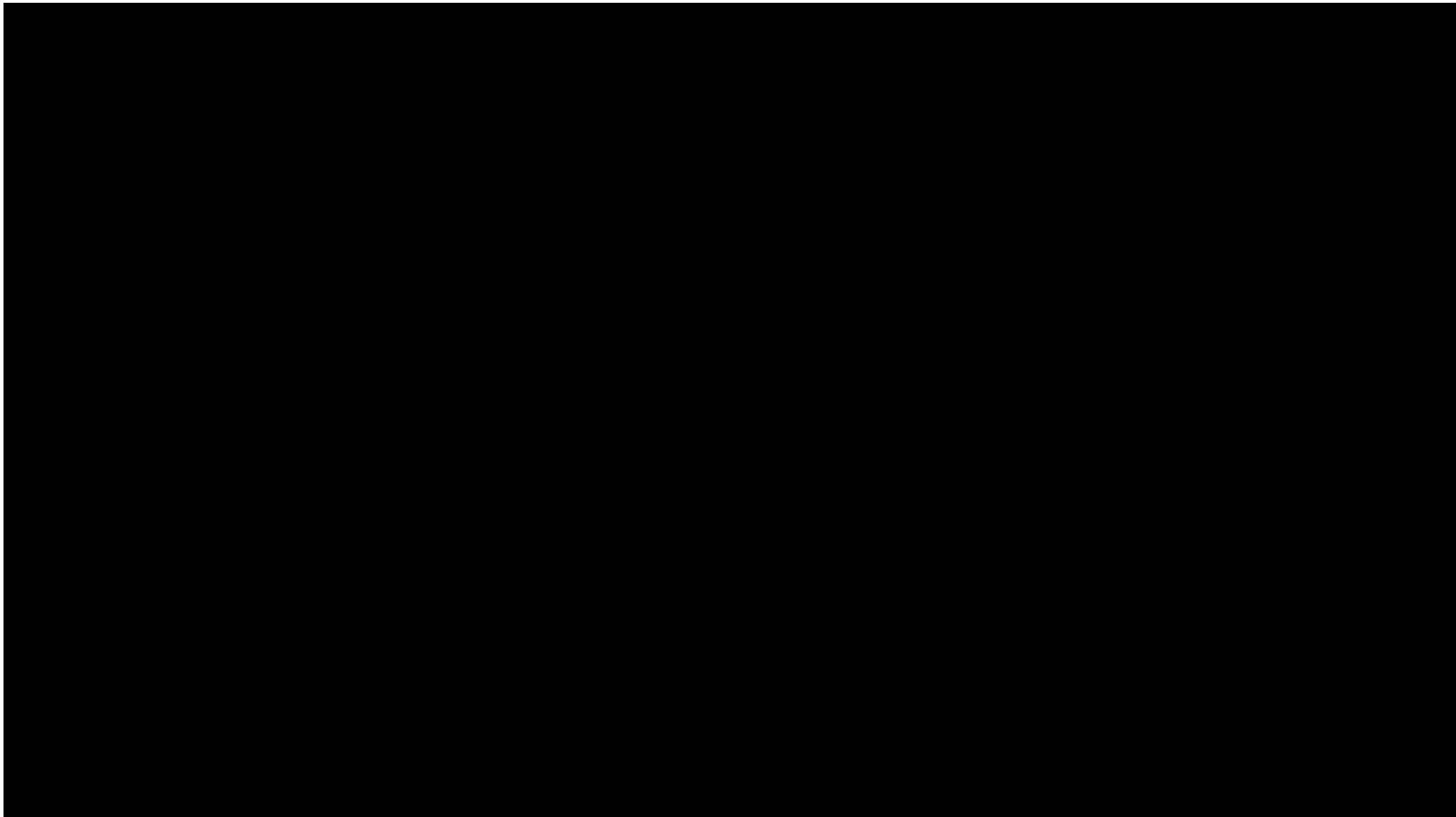
EMPLOY
the Pause



90 seconds

-Neuroscientist Jill Bolte Taylor





POLL

IMMEDIATELY AFTER VIDEO

From 0 to 5, with 5 being extremely heightened emotions, rate the **intensity** of your emotions *immediately after* watching the video.

AFTER "THE PAUSE"

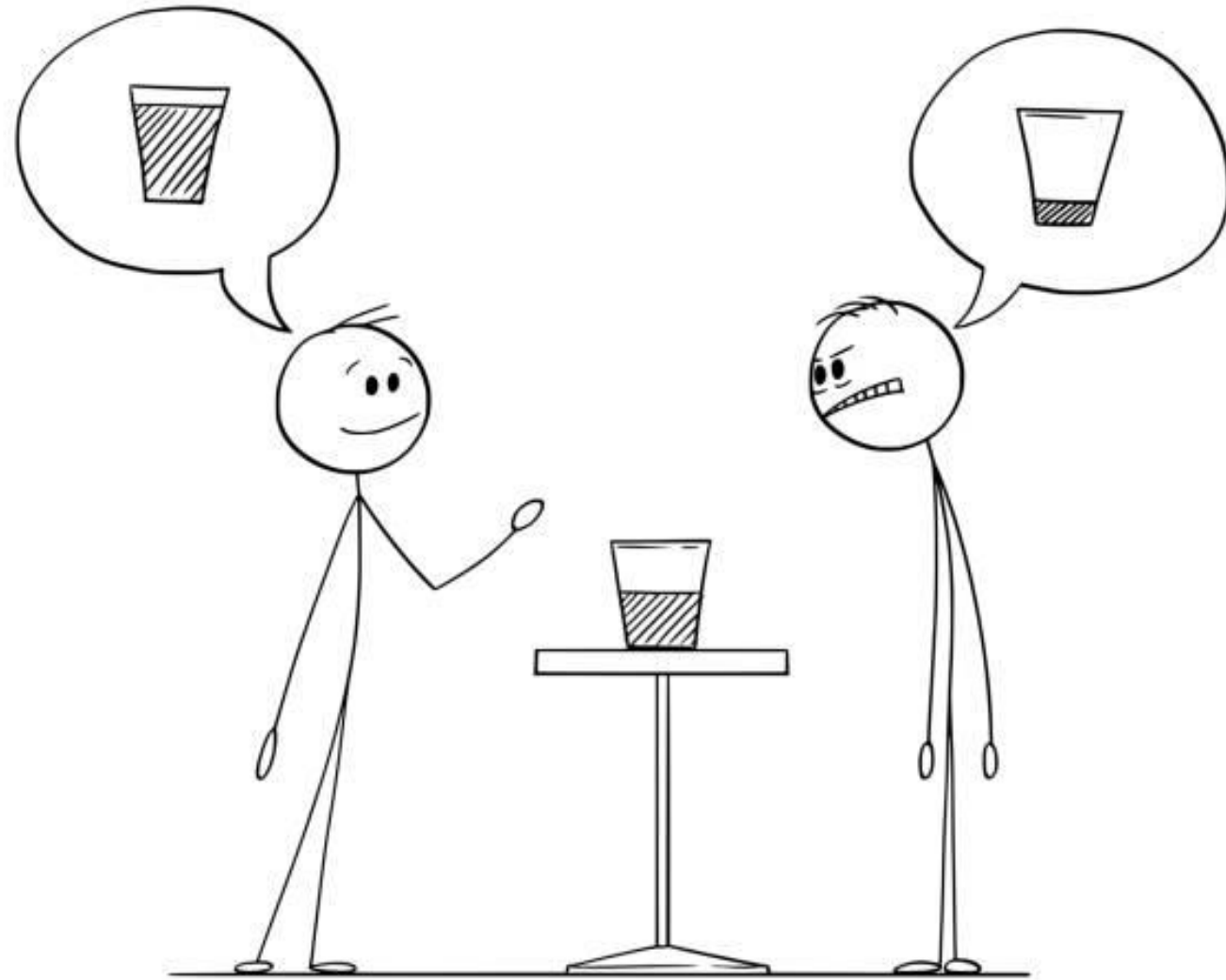
From 0 to 5, with 5 being extremely heightened emotions, rate the **intensity** of your emotions *after "The Pause."*



Why?

EXPLORE
the Why





Explore the WHY with this technique:

“It must not be easy...”

Narrow the *Perspective Gap* by taking a walk in their emotional shoes. Try to appreciate the emotional origin of their behavior (*their WHY*).

Committee Chair snaps at
you during a committee
meeting.

It must not be easy... to be
under this much pressure from
Leadership.

A disgruntled constituent
continues to call your office
about an issue that's already
been handled.

It must not be easy... to be
isolated at home.



PRACTICE IN CHAT

Think of someone's recent unpleasant action.

Identify **their WHY** (the emotional origin of their behavior).

Then, articulate a **humanizing** "I.M.N.B.E..."



EXPRESS
Your
Emotions
Clearly

The XYZ Method

When you do *X*
(*action or behavior of other person*)

It makes me feel *Y*
(*your emotions*)

And I'd rather you did *Z*
(*alternative action or behavior*)

“When you (interrupt me during staff meetings)

It makes me feel (angry and frustrated)

Next time, (wait until I’m finished with my thoughts to share your comments or ask questions).



PRACTICE IN CHAT

Identify a recent negative encounter.

Determine what you need to say to **express your emotions clearly**.

Convert to the **X**, **Y**, **Z** method:

*When you do **X***

*It makes me feel **Y***

*I'd rather you did **Z***

Practice by **sharing your X, Y, Z statement**.

REVIEW: The Three E's

Employ the Pause: emotional awareness and regulation

Explore the Why: empathy and emotional redirection

Express your Emotions: social skills and communication

**“IT TAKES SOMETHING MORE THAN
INTELLIGENCE TO ACT INTELLIGENTLY.”**

- FYODOR DOSTOEVSKY



REFLECT AND SHARE

What's something you learned today that you will use immediately?