Emotional Intelligence

Presented by: Ilia Azari and Hammad Saif
Student Financial Support Peers, Student Financial Services & SCLD
Agenda

• What is Emotional Intelligence (EI)?
• Why EI is important
• Dispelling Emotion myths
• Types of Emotions
• Intrapersonal EI Skills
• Interpersonal EI Skills
Learning Objectives

• Recognize and dispel myths surrounding emotion

• Differentiate between healthy and problematic emotions

• Recognize our habitual emotional responses to situations

• Manage our emotional reactions better

• Improve our EI Intrapersonal skills

• Improve our EI Interpersonal skills
What is Emotional Intelligence (EI)?
Emotional Intelligence

• Knowing how to perceive, recognize, and express emotion
• Knowing how to use emotion to facilitate thinking
• Understanding and analyzing emotions
• Regulating emotions to promote emotional and intellectual growth
Why EI is Important
Importance of EI

- Emotions are an inevitable part of everyone’s lives and we all experience them in different ways/intensities.

- It’s needed in the Colleges:
  - Only 61% are able to engage and detach from an emotion.
  - Only 57% could express emotions and needs related to those feelings.
  - Only 39% were able to lessen negative emotions and enhance pleasant ones, without repressing or exaggerating them.
Emotion Myths
Group Activity

• Time: 5 minutes

• How many emotion myths do we endorse?

• Kahoot! survey:
Types of Emotions
Types of Emotions

- **Primary Adaptive Emotion (PAE):** Immediate, appropriate
- **Primary Maladaptive Emotion (PME):** Immediate, inappropriate
- **Secondary Emotion:** Reaction to PAE or PME
- **Instrumental Emotion:** Used to influence others
Intrapersonal Skills
ARRIVE Model

- Awareness
- Regulation
- Reflection
- Informed Action
- Validation
- Evaluation
Awareness

• Emotionally competent individuals are aware of:
  − The possibility that some emotions are helpful and some are not depending on the situation
  − The various components that make up an emotional reaction
  − The nature and type of their emotions
Optimal Emotional Arousal

- Maximum Performance
- Best Performance
- Optimal Zone
- Anxiety, Panic, Anger, Fear, Stress
- Stress Zone
- Poor Performance
- Moderate (Optimal Arousal)
- Low (Underaroused)
- High (Overaroused)

EMOTIONAL AROUSAL

Good

PERFORMANCE

Poor
Regulation

- Ability to regulate and manage our emotions without destroying our emotional experience
- A regulated emotional response can help problem solving
- Emotions can be used to regulate other emotions
- Want to achieve optimal levels of emotion arousal
Reflection

• Reflecting on our emotions gives us information about:
  – ourselves and the environment
  – Type of emotions we’re experiencing

• Reflection allows us to lead and make decision wisely
Informed action

• Emotions and actions are inter-twined
  – They come loaded with actions intended to serve
    the emotional needs

• Raw, automatic emotional actions needs
  thoughtful editing to be more effective
  – Awareness
  – Reflection
Validation

- Ability to validate aspects of their own and others' emotional lives and needs
- Validating highlights the value of emotions in others and ourselves
- Validating others and our own emotional experience reduces ‘feeling phobia’
Evaluation

• Self-evaluation of emotions clarifies the emotional consequences of our actions

• We should evaluate and identify our emotional strengths and areas of improvement

• When evaluating emotions, we should consider multiple perspectives
Activity

• Time: 5 minutes
• Mapping out the different components of an emotional reaction we’ve had
• Need to use our intrapersonal EI skills
• Handout in your folder
Interpersonal Skills
PEACE Model

- Presence
- Empathy
- and Compassion
- Effective Communication
Presence

• Before we can be emotionally aware, effective, or wise, we need to be emotionally present

• Be able to be vulnerable and articulate what you’re feeling when you’re feeling it

• Generally, one of the major issues in interpersonal relationships
Empathy

• It’s important to understand others’ feelings because:
  − It helps you gather information about another state’s of mind
  − Being understood is helpful to our sense of companionship with others
Compassion

• Compassion is powerful

• It can undermine the negative impact of unnecessary self-criticism in ourselves and others

• Our minds can flourish by practicing loving kindness towards both self and others

• Compassion allows us to tap into our resilience, our capacity to endure and tolerate negative emotion
Effective Communication

• Language is powerful

• Our emotions carry unspoken meaning that can be put into words and dialogued about

• The way we ‘language’ our feelings can itself increase or regulate emotional intensity

• Helps us be more emotionally aware, reflective, and present
Questions? Comments?