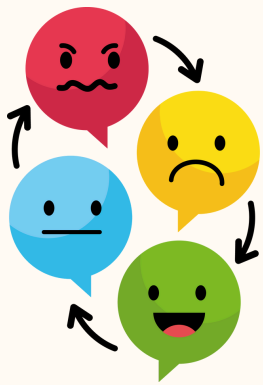
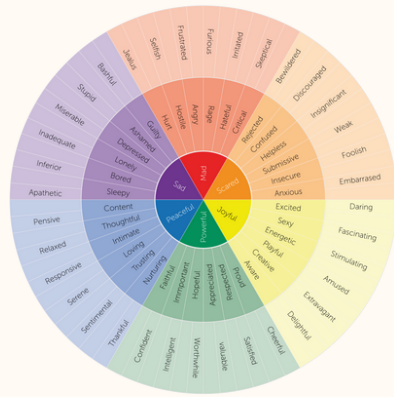


EMOTIONAL INTELLIGENCE



Key Terms

Emotional Intelligence: the perception, understanding, use, and management of emotions. Also called EQ (Emotional Quotient). Mainstream usage began with Daniel Goleman's book in 1995.

Emotional Hijacking: occurs when high emotional response overrides logical thinking often resulting in impulsive actions and reactions

Feeling Rules: Cultural and societal norms governing how people 'should' feel in a given situation. Relatedly, *display rules* do this for the expression of feeling.

Emotional Contagion: Occurs when people share and/or spread similar emotions, perhaps due to shared experience, stressors, relationships, etc., resulting in convergence of those emotions. Can be positive or negative emotions.

Emotional Manipulation: can be subtle and evolve slowly over time (e.g., narcissistic abuse), be consistent and frequent (e.g., bullying), or either (e.g., domestic violence).

Timeline

Aristotle references emotion in his book, *Nicomachean Ethics* and his discussion of modes of persuasion

350BC

1870

Charles Darwin publishes his book, *The Expression of the Emotions in Man and Animals*

1983

Howard Gardner discusses that intelligence involves more than IQ testing in his book, *Frames of Mind: The Theory of Multiple Intelligences*

2013

The Edutopia Foundation lobbies to begin teaching social and emotional skills in schools

2020

The focus on emotional intelligence increases during the Covid Pandemic to help people prevent burn-out, have greater empathy, and practice self-care

Values

Reciprocation

Intent vs Impact

Reaction vs Response

Trust and Vulnerability

Pattern Recognition



Statistics

87%

of Millennials are motivated to foster company success by emotionally intelligent leaders

95% of people that think they are self-aware. How many actually are?

10-15%

approx. 1 in 4

employees struggle to interpret other people's emotions

Unconscious factors like emotion drive

95%

of purchasing decisions

Of the two commonly discussed quotients, IQ accounts for only 20% of success in your life, while your EQ takes the remaining

80%

People



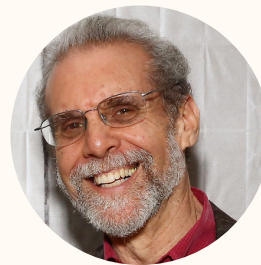
Paul Ekman



Cathy Mott



Yoda



Daniel Goleman



Abraham Maslow

Take Action!

- Share our Infographic
- Don't tell people how to feel, help people consider where to put their emotions
- Have impulse control. Before you take action, reflect on your own feelings by taking time to recognize your own emotional responses to situations
- Host a movie and discussion night (your own mini Popcorn & Chat event) to watch *Inside Out* with friends or family night
- Engage in conversation with someone you care about. Sincerely ask: "How are things going?" "How are you feeling today?" or "What's been going on?" ... and really listen to their answer. Be attentive and in the moment. Practice your emotional intelligence skills.



www.informyourcommunity.com