

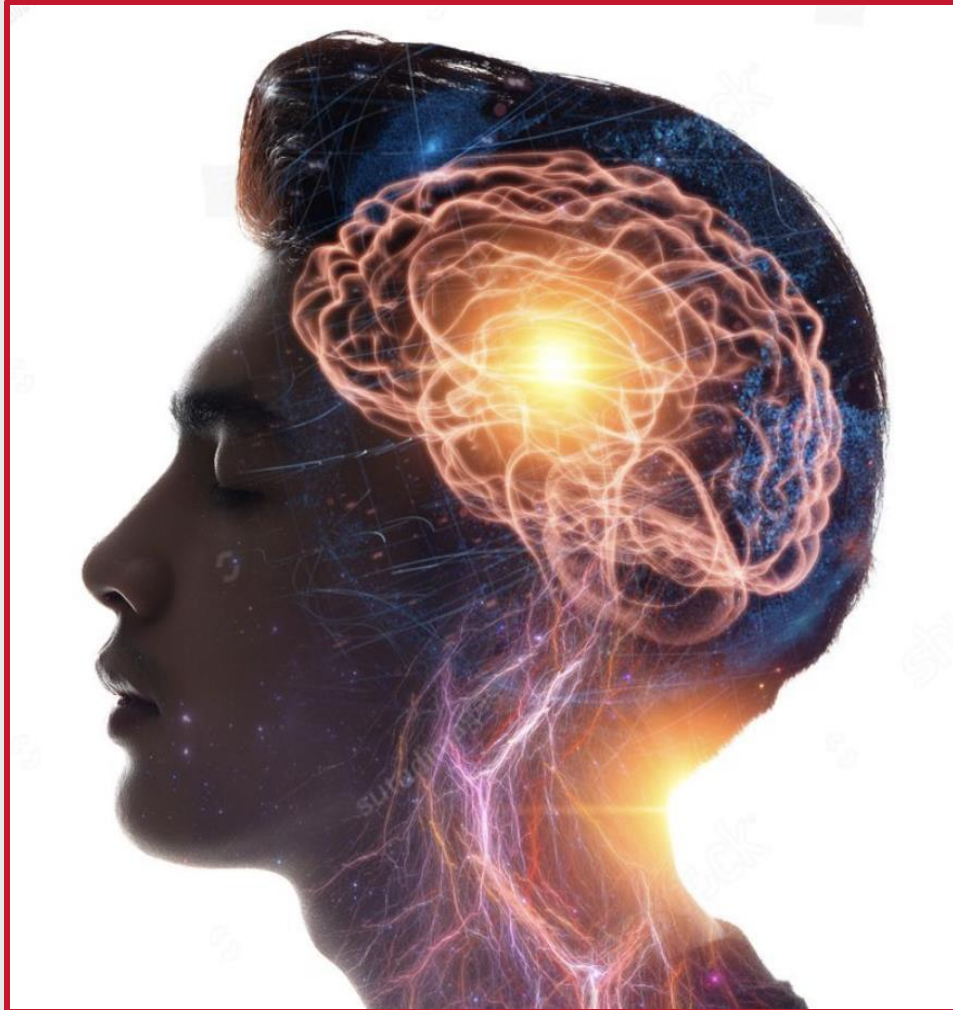
# Understanding and Applying Emotional Intelligence

---

## Overview of Emotional Intelligence



# THE ANATOMY OF AN EMOTION: WHY PEOPLE BEHAVE THE WAY THEY DO



We are programmed to **feel** events **before** we **think** about them.





## EMOTIONALLY ACTIVATED CIRCUITRY



## OUR EMOTIONAL REACTION SYSTEM



Our emotional reaction system  
does not always serve us well.



## REACTIVE VS. PROACTIVE BEHAVIORS



**Reactive responses** are unconscious, fast, and irrational. **(System 1 Thinking)**



**Proactive responses** are deliberate, slow, and rational. **(System 2 Thinking)**

## DELILAH'S REACTIVE VS. PROACTIVE BEHAVIORS

Reactive

This is a placeholder for a screenshot from the opening Bear video that shows reactive behavior.

Proactive

This is a placeholder for a screenshot from the opening Bear video that shows proactive behavior.

## PROACTIVE BEHAVIOR



Proactive behavior is characterized by the ability to anticipate and effectively respond to challenges.

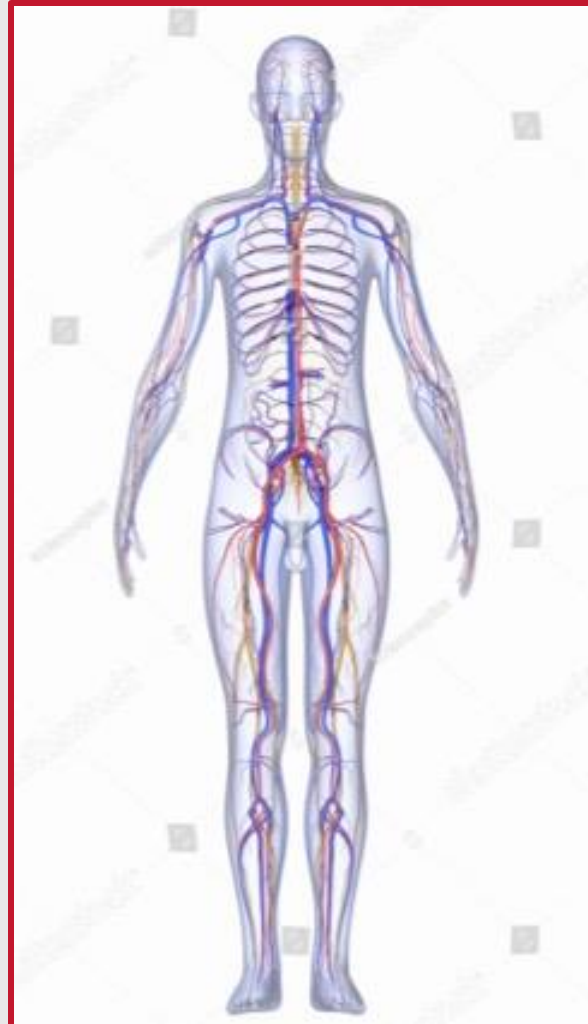
- ➡ Calm
- ➡ Clarity
- ➡ Competence

## HOW OUR BRAIN WORKS

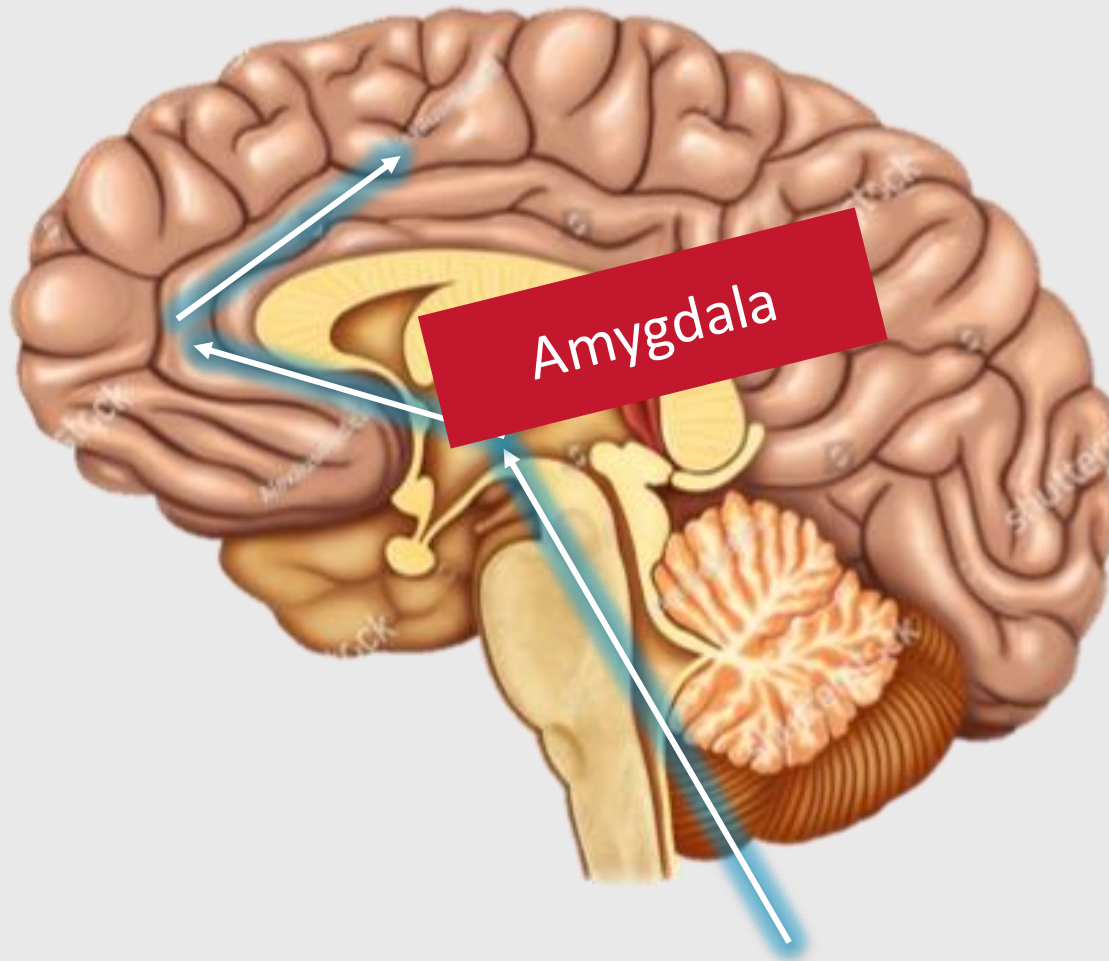




## HOW THE HUMAN BODY WORKS

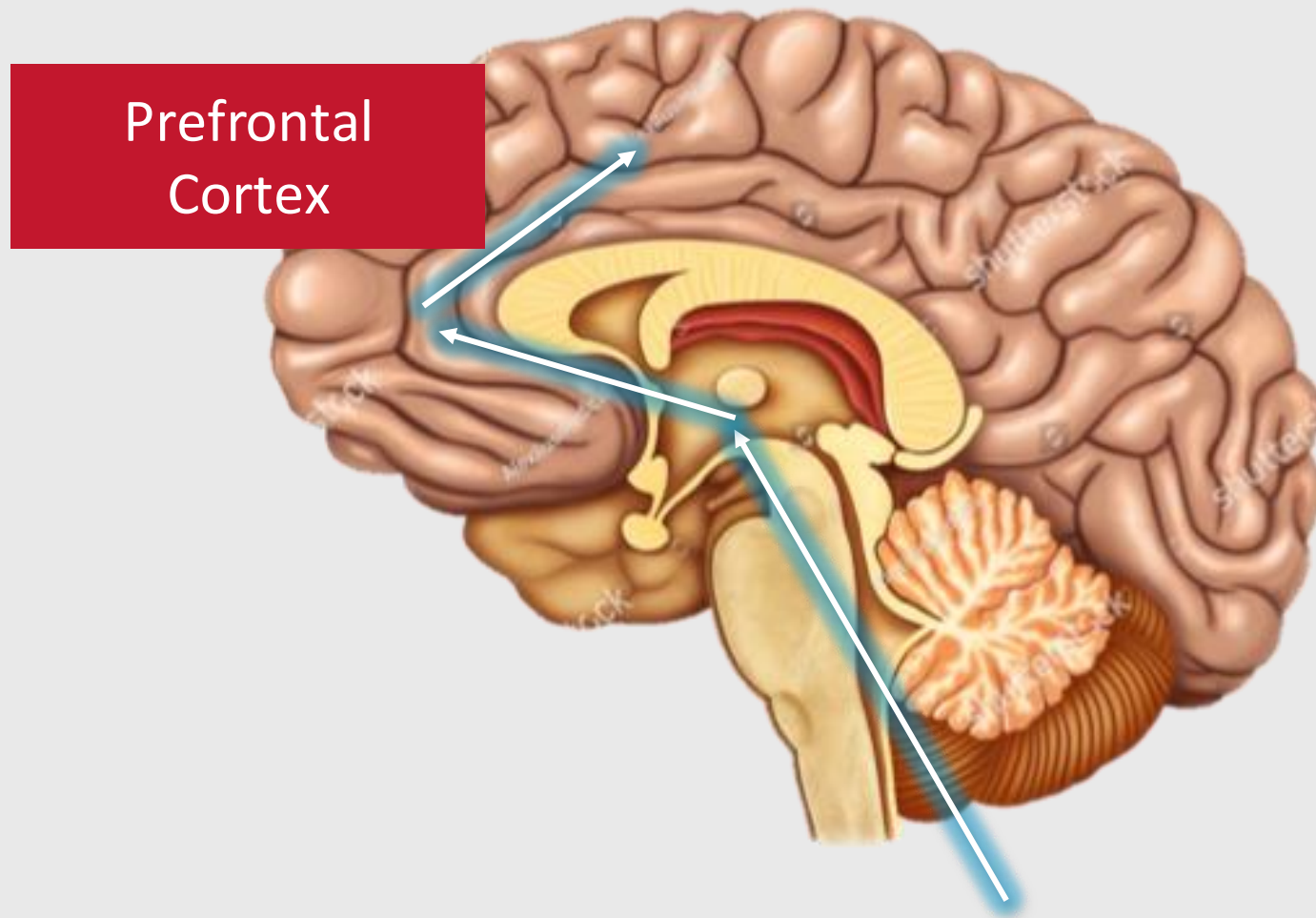


## THE AMYGDALA



The **amygdala** plays a role in *fear and threat detection*.

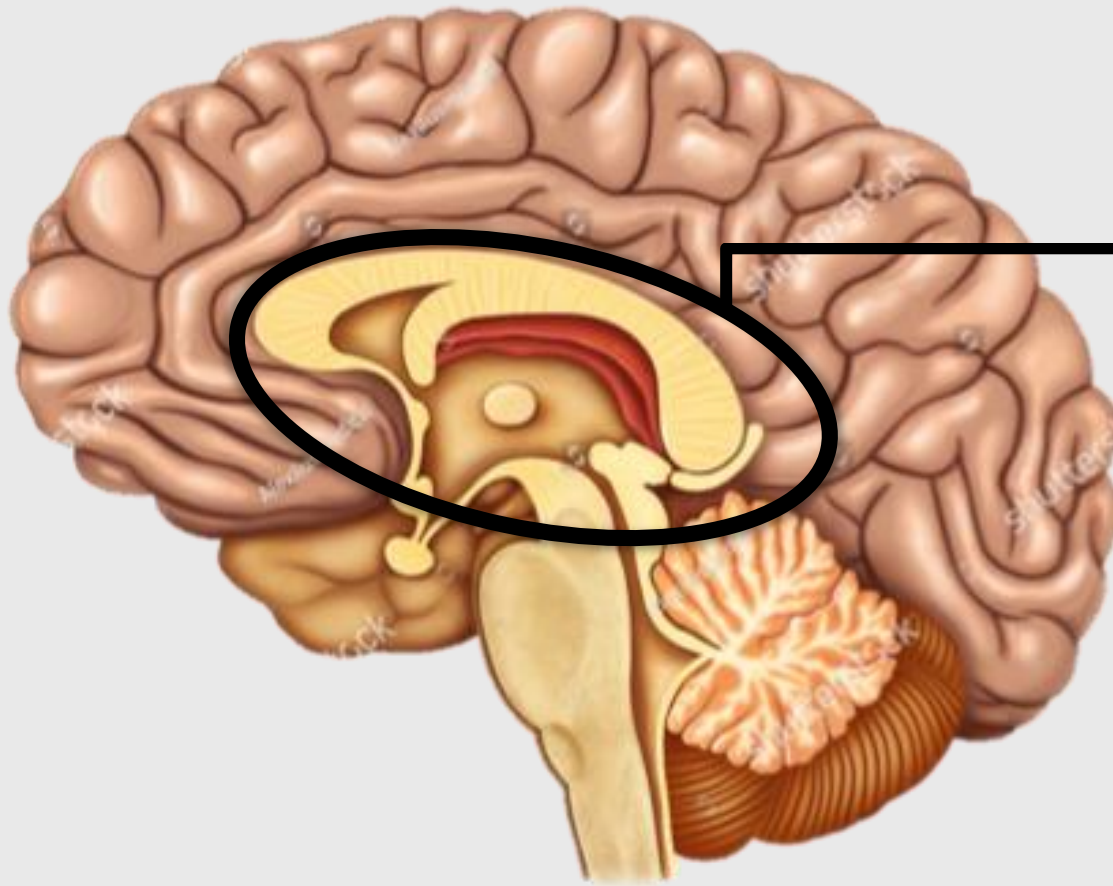
## THE PREFRONTAL CORTEX



The **prefrontal cortex** regulates emotions by evaluating and interpreting incoming stimuli.



## THE LIMBIC SYSTEM

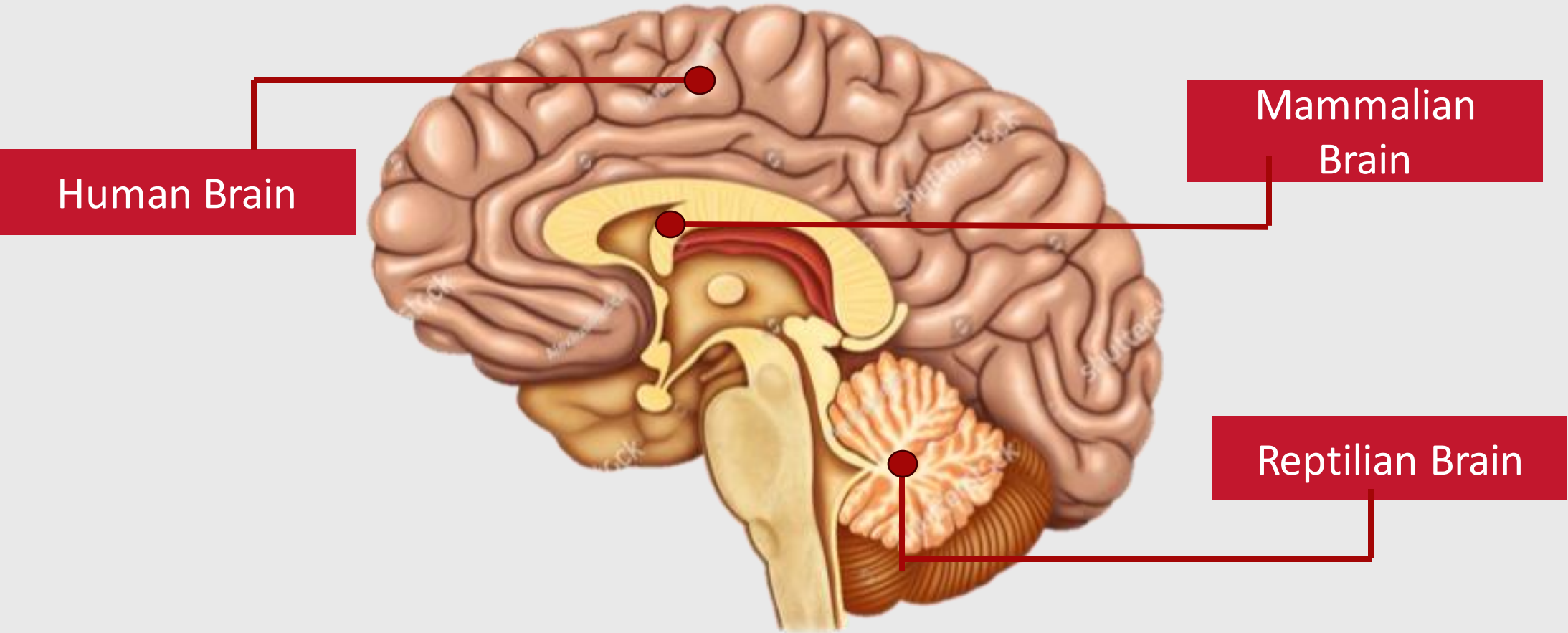


Limbic System

*The place where emotions are produced.*

# DIFFERENT PARTS OF THE BRAIN

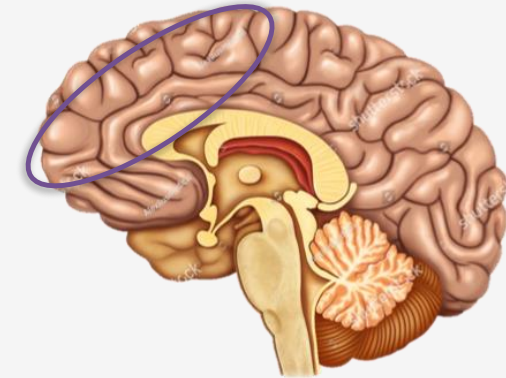
Select the different parts of the brain to learn more about how they influence us.



## HUMAN BRAIN

---

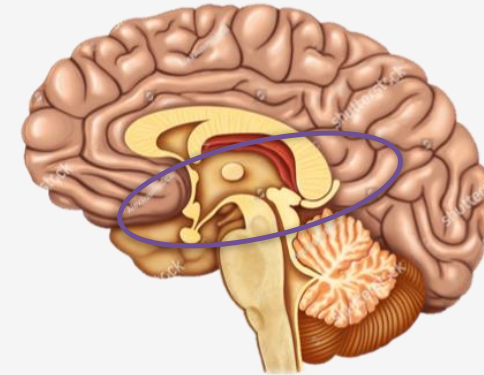
What we call the Human Brain is located at the neocortex, which contains the prefrontal cortex. This part of our brain controls **logical thinking** and **executive functions**, including sensory perception, motor commands, reasoning, conscious thought, decision-making, and language skills.



CLOSE

## MAMMALIAN BRAIN

The limbic system, sometimes called the Mammalian Brain, is where **emotions originate** and where **emotional memories** are stored. It is also responsible for our moods and instinct to care for our young. The Mammalian Brain triggers **learned emotional responses** to circumstances, based on memories accumulated and stored throughout our lives. All warm-blooded animals share the learning capacity of the limbic system.

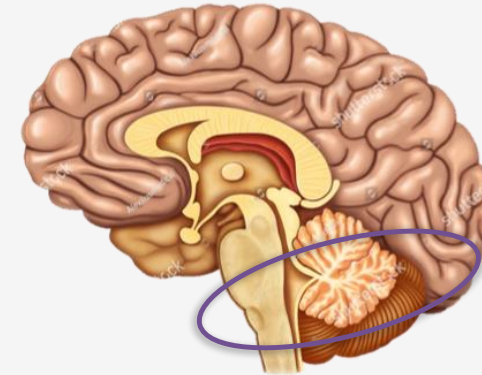


CLOSE



## REPTILIAN BRAIN

The primal part of our brain, also known as the Reptilian Brain, is in the brainstem cells. The brainstem coordinates most of our involuntary functions, like blood circulation and breathing. It also governs our automatic instincts, such as those related to thirst and hunger; our habits; and our procedural memory. When a threat is perceived, this part of our brain has the power to override rational thinking and take control of our actions.



**CLOSE**

## WHAT IS EMOTIONAL INTELLIGENCE?



The capacity to **think** about and **manage** your emotions, **choose** appropriate responses, and **relate** effectively with other people to achieve **positive results**

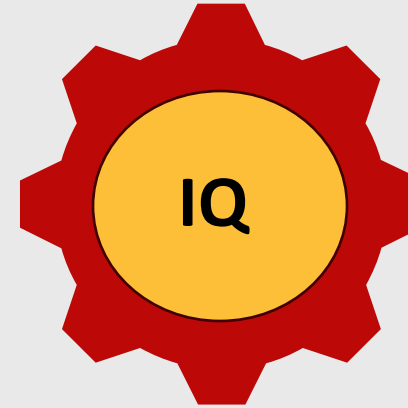
# EQ, IQ, AND PERSONALITY



Emotional Quotient (EQ)



Select each of the gears to learn more about how these factors relate to each other.



## EMOTIONAL INTELLIGENCE (EQ)

---

EQ, or Emotional Quotient, is a flexible skill that can be learned, practiced, and improved. EQ varies at birth – some people have a naturally higher or lower EQ than others. No matter what EQ level you are born with, a high EQ can be developed.



**CLOSE**



## INTELLIGENCE QUOTIENT

---

IQ, or Intelligence Quotient, is your ability to learn. Many experts believe IQ to be fixed at birth. Others point out that people develop multiple intelligences based on life experiences and personal growth and that IQ scores can change based on working memory training and rigorous degree programs. Regardless of various perspectives on IQ, there is no known connection between IQ and EQ. This means you can't predict someone's emotional intelligence based on how smart they are.



**CLOSE**

## PERSONALITY

---

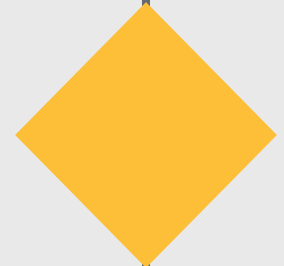
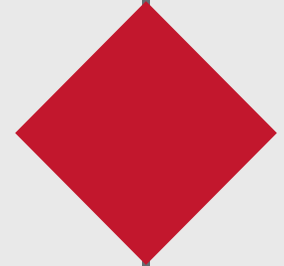
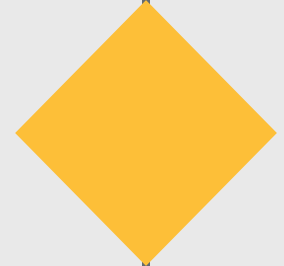
Personality refers to the enduring characteristics and behavior that comprise a person's outward display, responses to external stimuli, and approaches to situations. Personality includes major traits, interests, drives, values, self-concept, abilities, and emotional patterns. Though personality plays a role in behavior, it does not determine EQ. People with very similar personalities may differ dramatically in levels of emotional intelligence. In the same vein, high levels of emotional intelligence are found in disparate personality types, as are low levels of emotional intelligence.



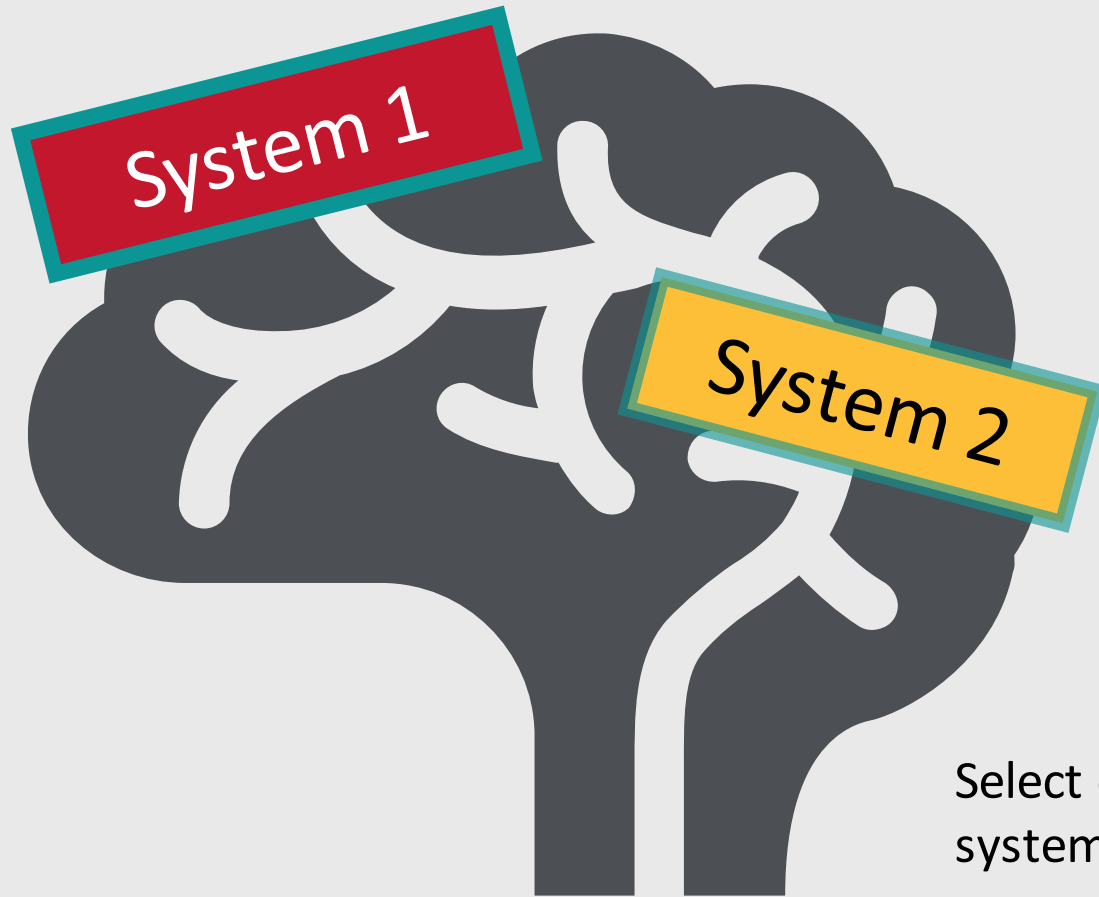
**CLOSE**

## OUR EMOTIONAL BRAIN GUIDES BEHAVIORS

Perception of danger is not required.  
We often use our emotional brain to guide our behaviors.



# DANIEL KAHNEMAN'S THEORY



Select each system to learn more.

## System 1 Thinking



- Fast-thinking
- Automatic

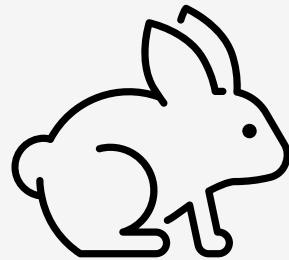
## System 2 Thinking



- Slow-thinking
- Reflective

## SYSTEM 1 THINKING

System 1 is the involuntary, always-on network in our brains. It takes in stimuli and processes them with no effort, automatically associating and reacting. For instance, the moment you feel disgust, a grimace is almost instantaneous. These automatic, subconscious associations are often what cause stereotypes and framing biases.



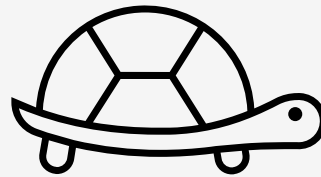
CLOSE

**Examples:** When Delilah's first impulse was to scream and run from the bear, she was operating from System 1. This tendency also transfers to professional settings. If you are in a team meeting and someone says something that makes you feel mad, fearful, or threatened – well, you might not run and scream, but your reaction could be similarly panicked and irrational. You could automatically proclaim a team member's idea is 'ridiculous' without hearing them out. If you do this, you are, like Delilah, operating from System 1.



## SYSTEM 2 THINKING

System 2 runs the voluntary parts of our brains. It's in charge of anything that takes willpower, self-control, or sustained effort. It does things that are too difficult for System 1. It takes information offered by System 1, processes it, and chooses where to allocate attention. If you are weighing options, choosing rationally, or challenging assumptions and rules, you're using System 2.



CLOSE

**Examples:** Delilah eventually made a conscious effort to think rationally about how to handle the bear encounter. She considered past information she received about such situations and her own behavioral tendencies. In doing so, she used System 2 thinking. In the team meeting, you can also use System 2 thinking. You should tell the team member you need some time after the meeting to consider their idea. Then, you would do just that, reflecting on your own biases and emotions as you do so.

# SYSTEM 1 AND SYSTEM 2 BEHAVIOR



## Individual Reflection

Describe a memorable situation in which you or someone you witnessed displayed System 1 behavior. Next, describe a memorable situation in which you or someone you witnessed displayed System 2 behavior.

Type your response here.

**SUBMIT**

## INDIVIDUAL REFLECTION

### Reflection helps us grow.

Thanks for sharing your observations! System 1 reactions are automatic and can lead to anxious or impulsive behaviors. System 2 thinking processes inputs and makes logical decisions. This can lead to constructive decisions and rational behaviors.



CONTINUE

## EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Critical to...

- Your professional success
- Your organization's growth and development



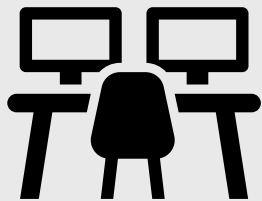
## THE VALUE OF EMOTIONAL INTELLIGENCE



Most employers value emotional intelligence over IQ.



EQ accounts for 58% of performance across job types.





## EMOTIONAL INTELLIGENCE AND CRITICAL SKILLS

**Critical Skills**

Empathy

Trust

Anger Management

Flexibility



# HOW EMOTIONAL INTELLIGENCE CAN HELP YOU



## Individual Reflection

Describe several ways that emotional intelligence can help you succeed in the workplace. Provide a concrete example for each way.

Type your response here.

**SUBMIT**

## INDIVIDUAL REFLECTION

### Reflection helps us grow.

Great ideas and examples! Emotional intelligence can help us achieve and succeed at work as we improve relationships with our co-workers, teammates, supervisors, or employees. With emotional intelligence, we cut down on misunderstandings, hostilities, and misbehaviors. A high EQ also helps us with communication, flexibility, time management, anger management, and many other important workplace skills and characteristics.



**CONTINUE**

## SUMMARY AND NEXT STEPS

### Your Brain

- Amygdala
- The Limbic System (emotions produced)
- Prefrontal Cortex

### Reactive vs. Proactive Behaviors

### System 1 and System 2 Thinking

### What's Next?

- Four Core Skills
- Emotional Intelligence Appraisal

