

Emotional Intelligence



Overview

- Chapter 1: Defining Emotional Intelligence
- Chapter 2: Understanding Emotions in Oneself
- Chapter 3: Understanding Emotions in Others
- Chapter 4: Regulating Emotions
- Chapter 5: Using Emotions to Facilitate Performance

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Defining Emotional Intelligence

Defining Emotional Intelligence

What is EI?

Emotional intelligence (EI) refers to the ability to understand and manage emotional encounters.

Benefits of EI

individuals who score highly on emotional intelligence:

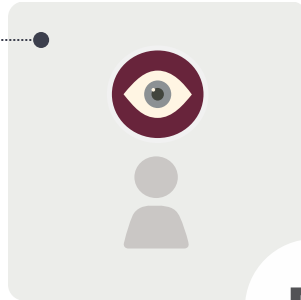
- are better able to handle everyday life stress
- have a greater number of meaningful close relationships
- are more socially competent in general
- report higher levels of well-being
- show optimal psychological functioning

The challenge

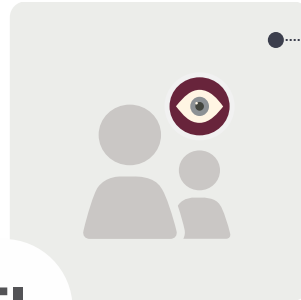
- EI has been called “an elusive construct”
- precise nature remains unclear
- different definitions, models and dimensions
- scientific definition \neq popular media definition

The 4-dimensional model of EI

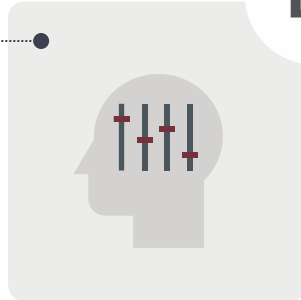
noticing and understanding emotions in oneself



noticing and understanding emotions in others



effectively regulating emotions



using emotions to facilitate performance



EI

Defining Emotional Intelligence

Sailboat metaphor



2



Understanding Emotions in Oneself

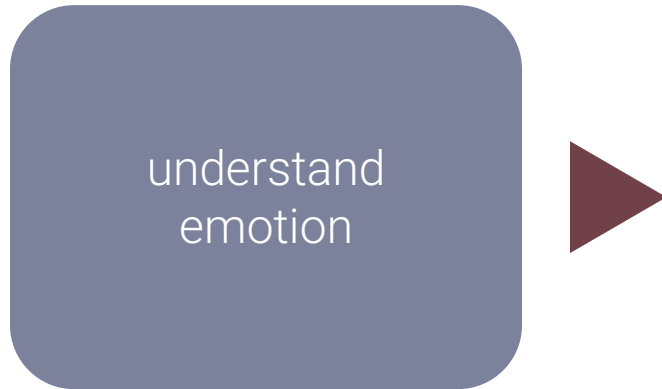
Understanding Emotions in Oneself

Different skills

noticing and understanding emotions in oneself



Emotional awareness



awareness of:

thoughts

bodily sensations

action tendencies

intensity

Awareness of thoughts

- thoughts and emotion fused in nature
- thoughts → emotions
- emotions → thoughts
- e.g., “This is horrible”, “I can’t remember feeling this good”, etc.

Awareness of bodily sensations

- e.g., tension, pain, increased heart rate, etc.
- important for **prevention** of physical complaints
- important for **taking care of** physical complaints

Awareness of action tendencies

negative emotions are associated with urges to act:

- anger → urge to attack
- fear → urge to avoid or escape
- disgust → urge to expel

Awareness of action tendencies

positive emotions are associated with urges to act:

- joy → connect with others
- interest → attend
- contentment → savor

Awareness of intensity

INTENSITY

duration

bodily
changes

re-
experience

action
tendencies

belief
change
& long-
term
behavior

Emotional awareness

awareness of:

thoughts

bodily sensations

action tendencies

intensity



Emotion
differentiation

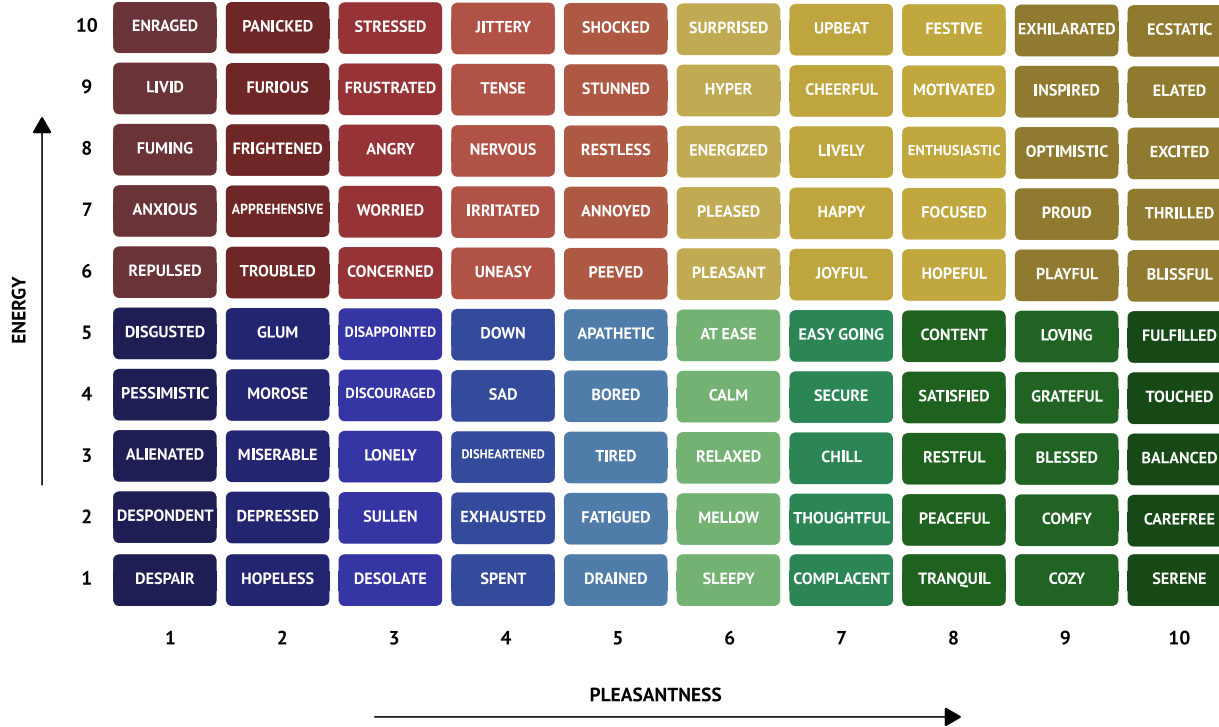
Emotion differentiation

people who can label emotional experiences with a high degree of specificity:

- regulate their emotions more effectively
- are less likely to drink excessively when stressed immediately prior to an upcoming drinking episode
- are less likely to react aggressively toward someone who has hurt them

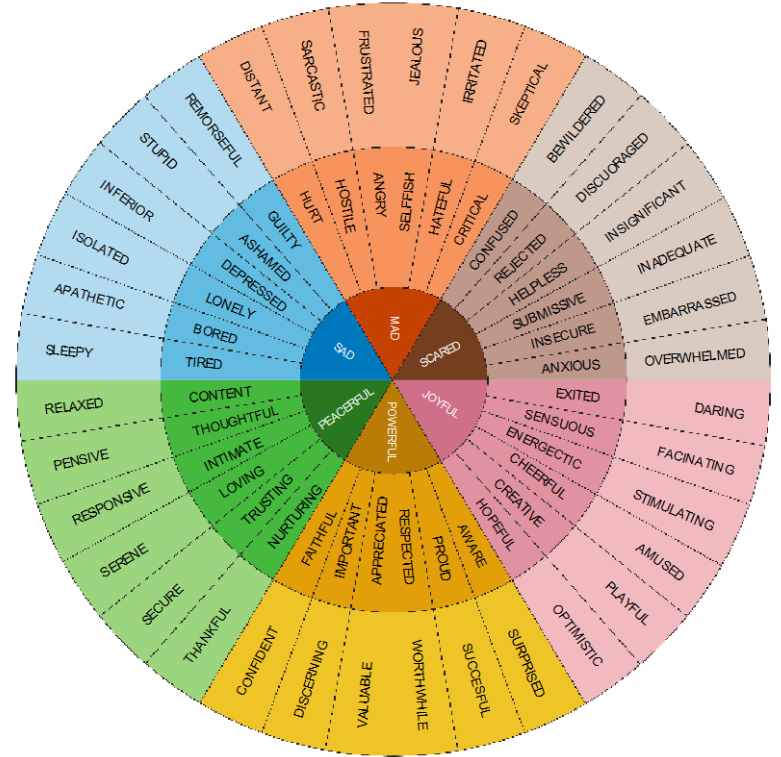
Understanding Emotions in Oneself

Emotion meter



Understanding Emotions in Oneself

The Feeling Wheel



Practical note



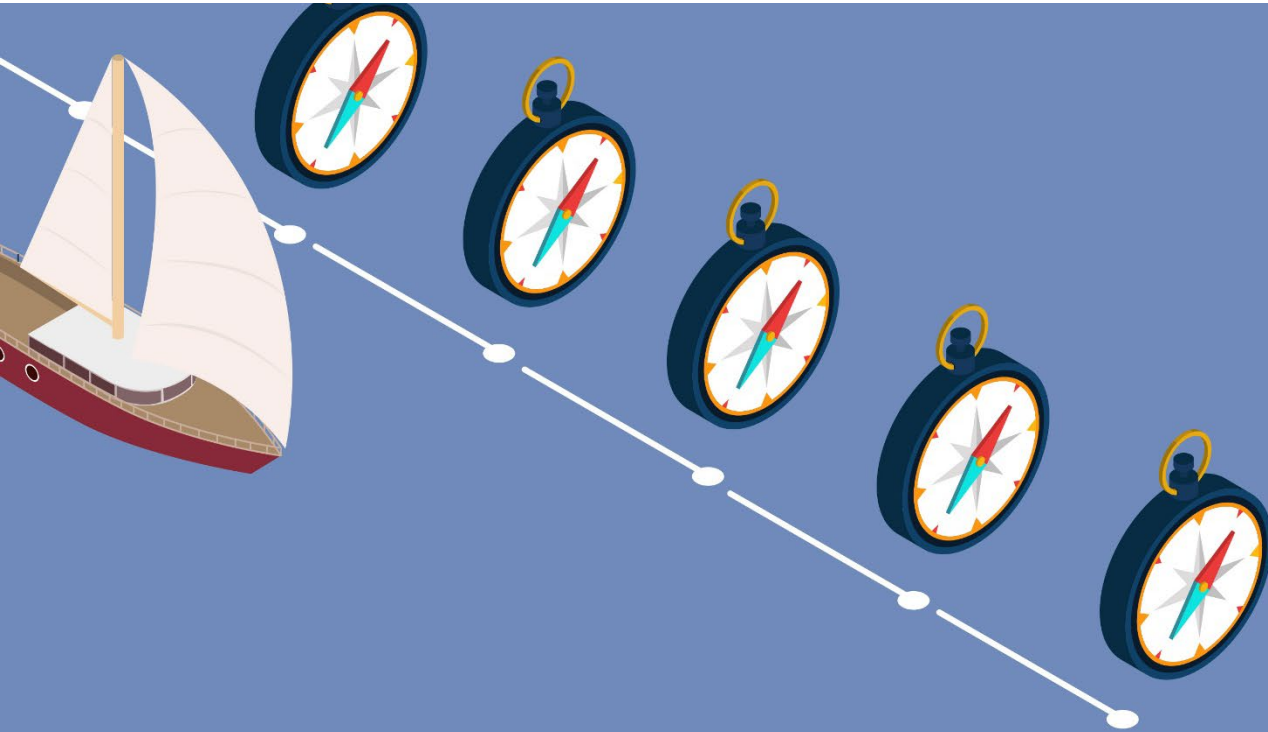
Helping clients **expand their emotional vocabulary** can be a valuable step toward increasing their emotion regulation skills and their ability to communicate about emotions. If clients lack the words that express what they are feeling, it will be more difficult for others to understand specifically what they are feeling.

Barriers

- believing that certain emotions are “unacceptable”
- emotional avoidance
- limited emotional vocabulary

Understanding Emotions in Oneself

Sailboat metaphor



Building “emotional awareness” skills

- approach rather than avoid emotions
- connect to the body
- observe thoughts
- observe action tendencies
- notice the intensity of emotions

Summary

A person who understands his emotions:

- is in contact with the physical sensations that accompany the emotion
- is aware of the thoughts that accompany the emotion
- notices the course of action that the emotion tends to elicit
- is aware of the intensity of the emotions
- is able to label the emotion accurately

3



Understanding Emotions in Others

Understanding Emotions in Others

Different skills



noticing and
understanding
emotions in others

Reading emotions

accurately deciphering emotional expressions:

- helps one understand the intentions of others
- facilitates appropriate responding
- facilitates bonding

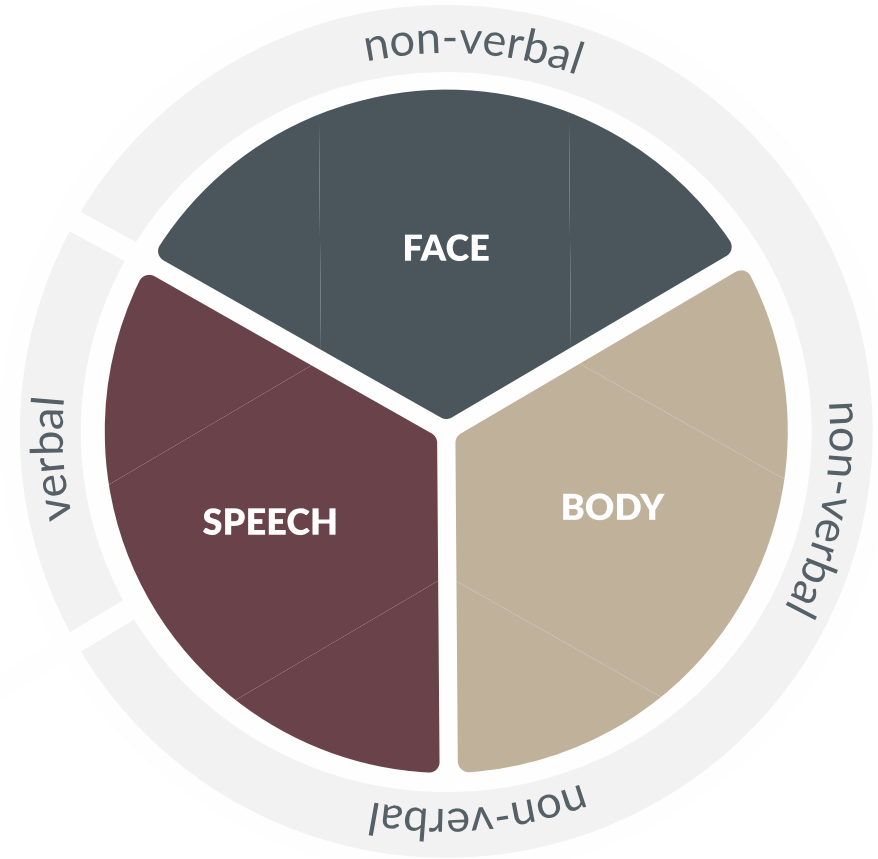
Universal expression

people:

- show universal facial expressions of seven emotions (anger, contempt, disgust, fear, joy, sadness, and surprise)
- are consistent in their expressions of different emotions
- are able to recognize emotions in others
- are better able to recognise emotions of ingroup members

Understanding Emotions in Others

Reading emotions

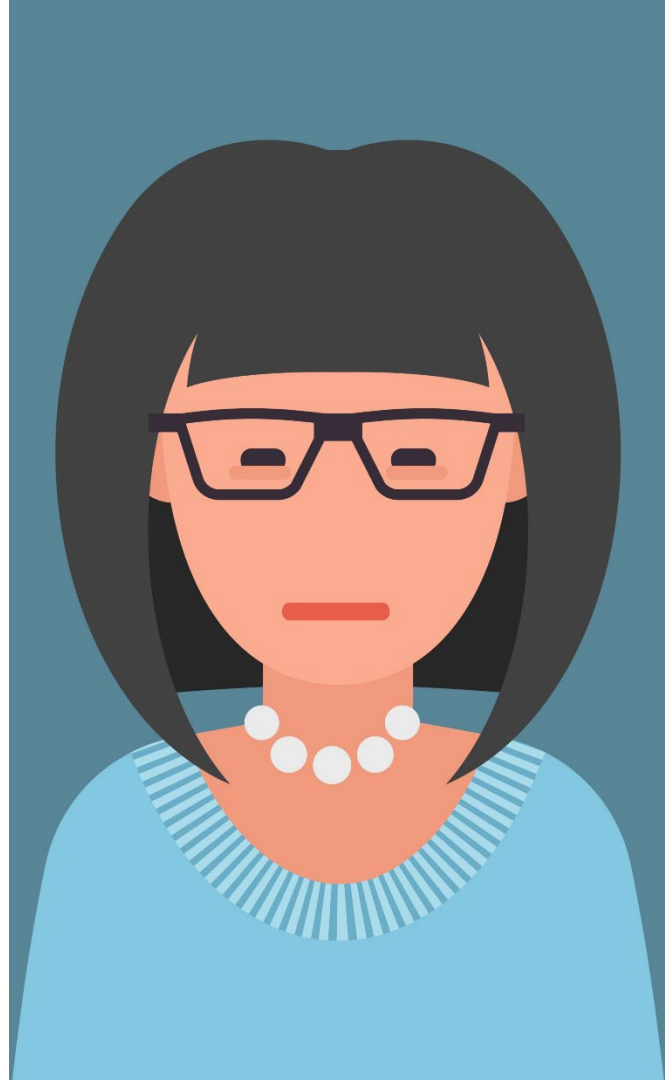


The face

“The face is a dynamic canvas on which people display their emotional states and from which they decode the emotional states of others.”

Macro expressions

- longer, voluntary facial expression
- last 0.5 - 4 seconds
- easy to fake
- easy to detect
- occur when people are alone or with family and close friends



Micro expressions

- brief, involuntary facial expression
- last 1/15 - 1/25 of a second
- difficult to fake
- difficult to detect
- can be signs of emotional concealment



Example: surprise

- eyebrows are raised and curved
- skin below the brow is stretched
- horizontal wrinkles across the forehead
- eyelids are opened, white of the eye showing above and below
- jaw drops open and teeth are parted
- no tension or stretching of the mouth



Example: anger

- eyebrows are lowered and drawn together
- vertical lines appear between the eyebrows
- lower lid is tensed
- eyes are in hard stare or bulging
- lips can be pressed firmly together, with corners down
- flared nostrils
- lower jaw juts out



Reading emotions

difficulties in facial emotion recognition have been associated with:

- depression
- schizophrenia
- autism
- borderline personality disorders

The body

“Numerous emotions, including pride, shame, anger, fear, and disgust can be accurately deciphered from nonverbal bodily displays.”

Body: bodily displays

bodily expression of emotions:

- generalizes across race and disparate cultures
- can be reliably recognized by young children
- can be spontaneously displayed by the blind

Understanding Emotions in Others

Example: pride

- head tilted up
- chest expanded
- shoulders back
- symmetrical upwards arm movements
- erect posture



Understanding Emotions in Others

Example: shame

- head tilted down
- collapsed upper body
- shoulders slumped
- arms limp at sides
- hands covering or touching face



Speech

“People use hundreds, if not thousands, of semantic terms to express a wide variety of emotional states.”

Speech

verbal information

emotional words
figurative speech

non-verbal information

pitch
loudness
rate of speech

Verbal information

emotional words:

- “I’m afraid”
- “I feel sad”
- “I am really happy to hear this”
- “I feel so relieved”

Understanding Emotions in Others

Verbal information

figurative speech:

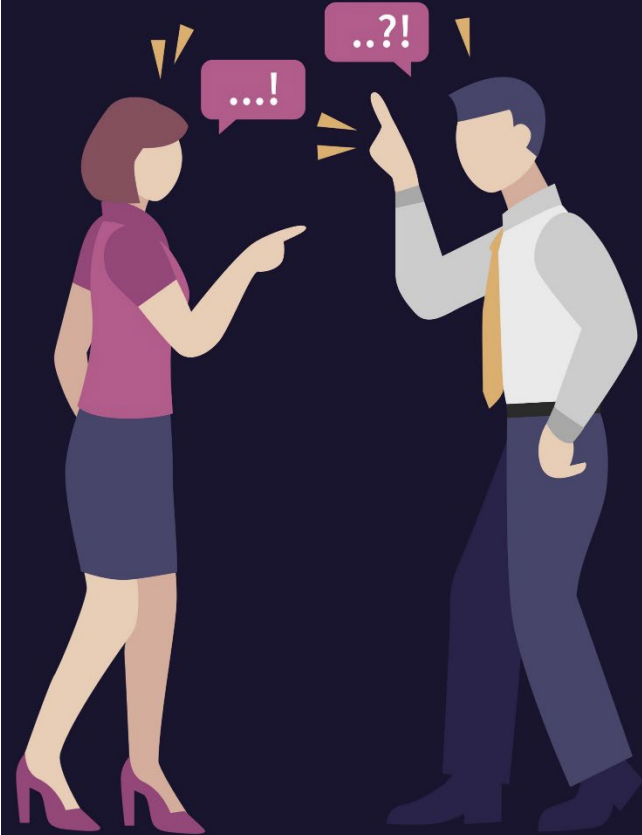
- “I tremble like a leaf”
- “I feel trapped”
- “I hit a low”



Non-verbal information

E.g. anger:

- high pitch
- high volume (loud)
- high rate of speech



Understanding Emotions in Others

Non-verbal information

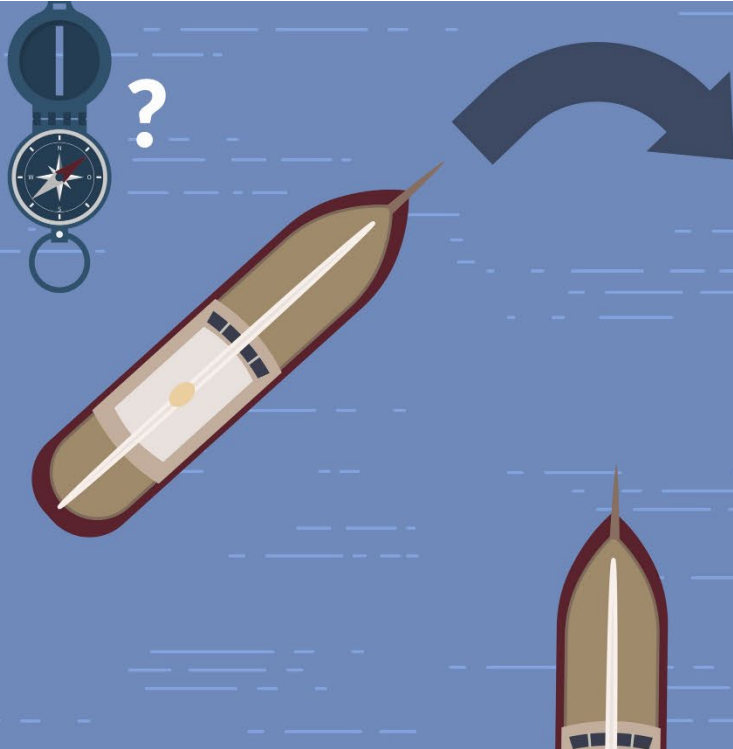
E.g. grief:

- low pitch
- low volume (soft)
- slow rate of speech



Understanding Emotions in Others

Sailboat metaphor



Challenge: different communications

	expressive	conventional	rhetorical
goal	express oneself	understand one another	reach social goals
focus	self	other	interaction
decoding	easy	medium	hard

Building “emotion reading” skills

- “read” and ask for confirmation
- the more we know how our emotions affect us, the better we become in “reading” other’s emotions
- formal training programs (e.g. Micro Expression Training Tool; eMETT)

Summary

a person who understands emotions in others:

- accurately infers emotions from facial expressions
- is able to read body language
- notices a change in speaking of others due to emotions

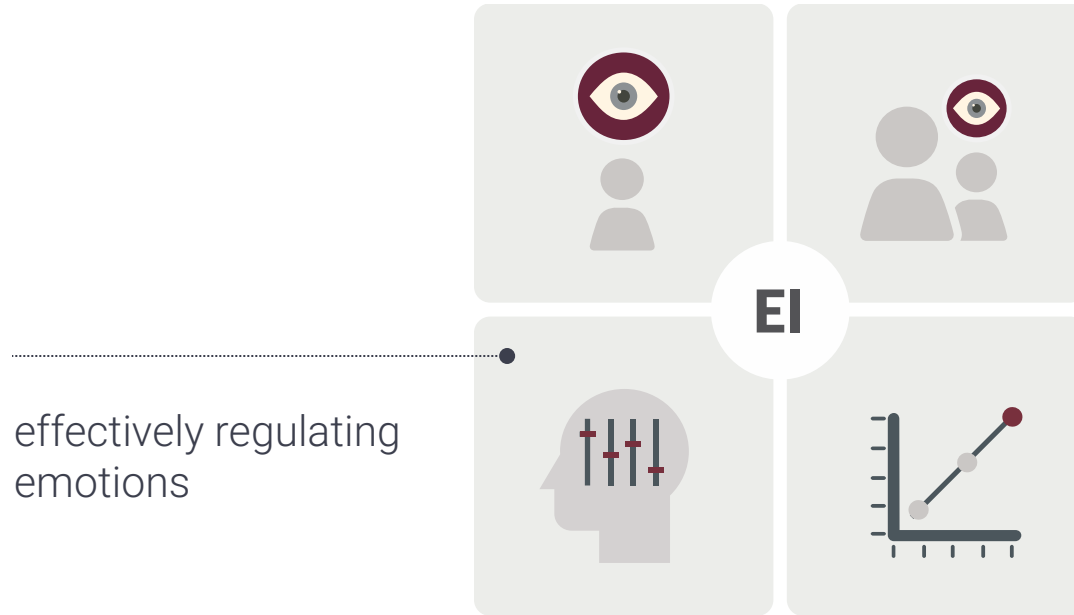
4



Regulating Emotions

Regulating Emotions

The 4-dimensional model of EI



What is emotion regulation?

Emotion regulation refers to an individual's attempt to increase, maintain or decrease positive and negative emotions.

Benefits of emotion regulation

effective emotion regulation has been associated with positive outcomes in the domains of :

- mental health
- physical health
- relationship satisfaction
- work performance

Motivation behind emotion regulation

Emotion regulation facilitates achievement of goals:

hedonic

feeling better

social

- avoiding conflict
- displaying “appropriate” emotions
- social support
- impression management

performance

- learning
- obtaining resources

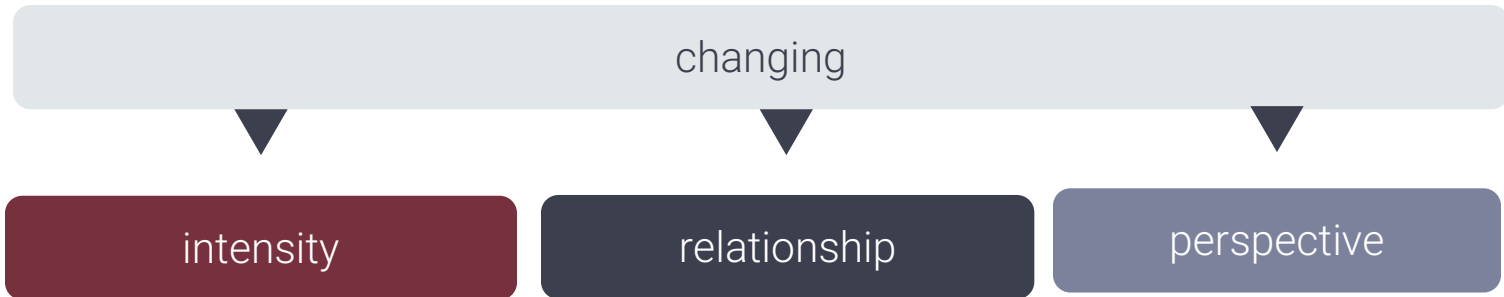
Regulating Emotions

Sailboat metaphor



Regulating Emotions

Focus of strategy



Regulating Emotions

Changing the intensity

maladaptive

- suppression
- substance use
- response exaggeration
- venting
- distraction

adaptive

- positive imagery
- diaphragmatic breathing
- progressive muscle relaxation



Regulating Emotions

Changing the relationship

- acceptance-based coping
- mindfulness meditation



Regulating Emotions

Changing the perspective

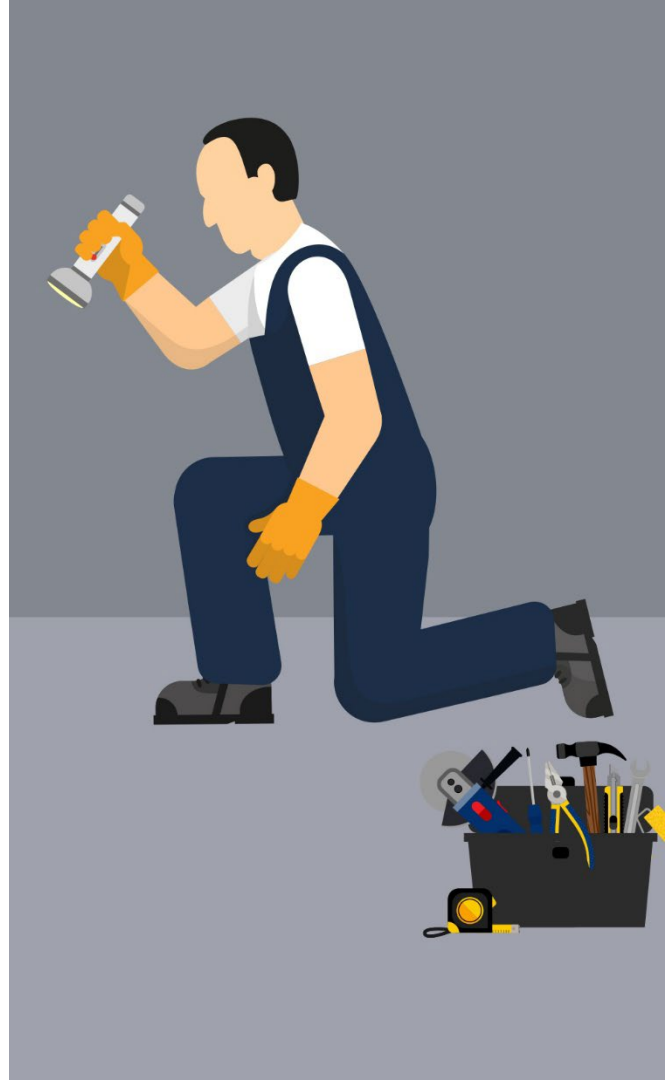
- cognitive dissonance reduction
- cognitive restructuring
- expressive writing
- cognitive re-appraisal



Regulating Emotions

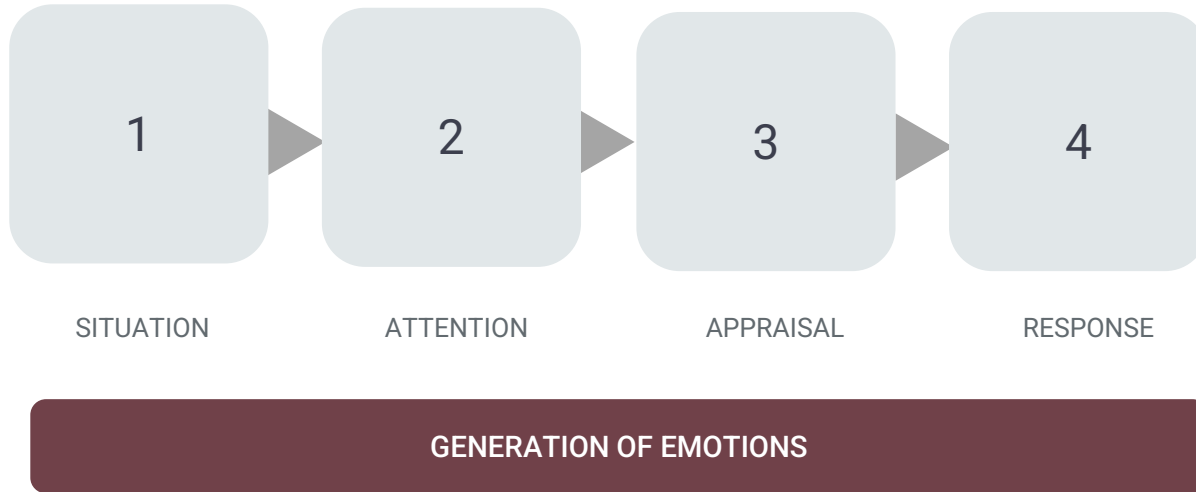
Learned resourcefulness

- general repertoire of learned self-regulation skills
- a diverse range of strategies
- select and use the most effective strategies



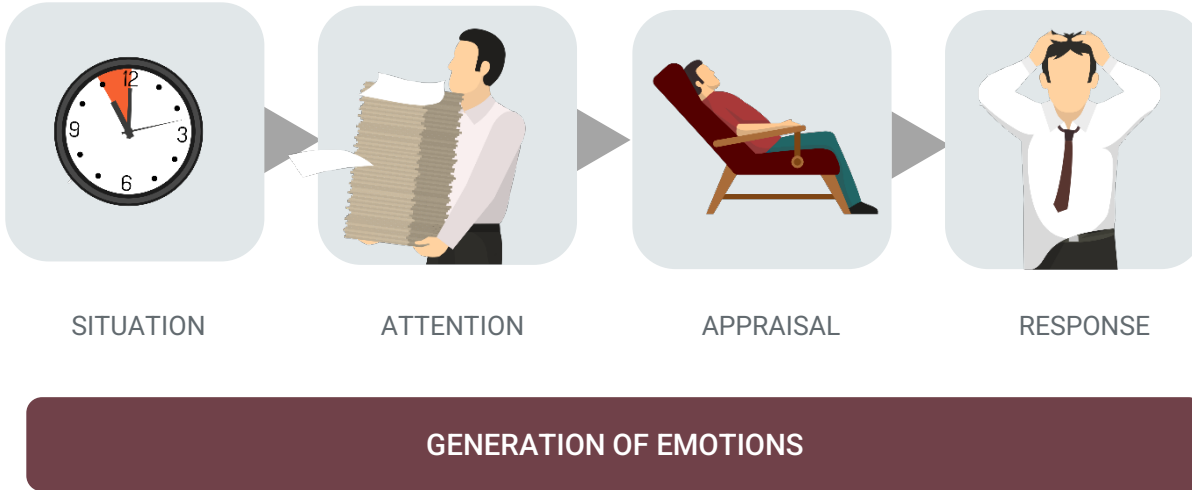
Regulating Emotions

The process-model of emotion regulation

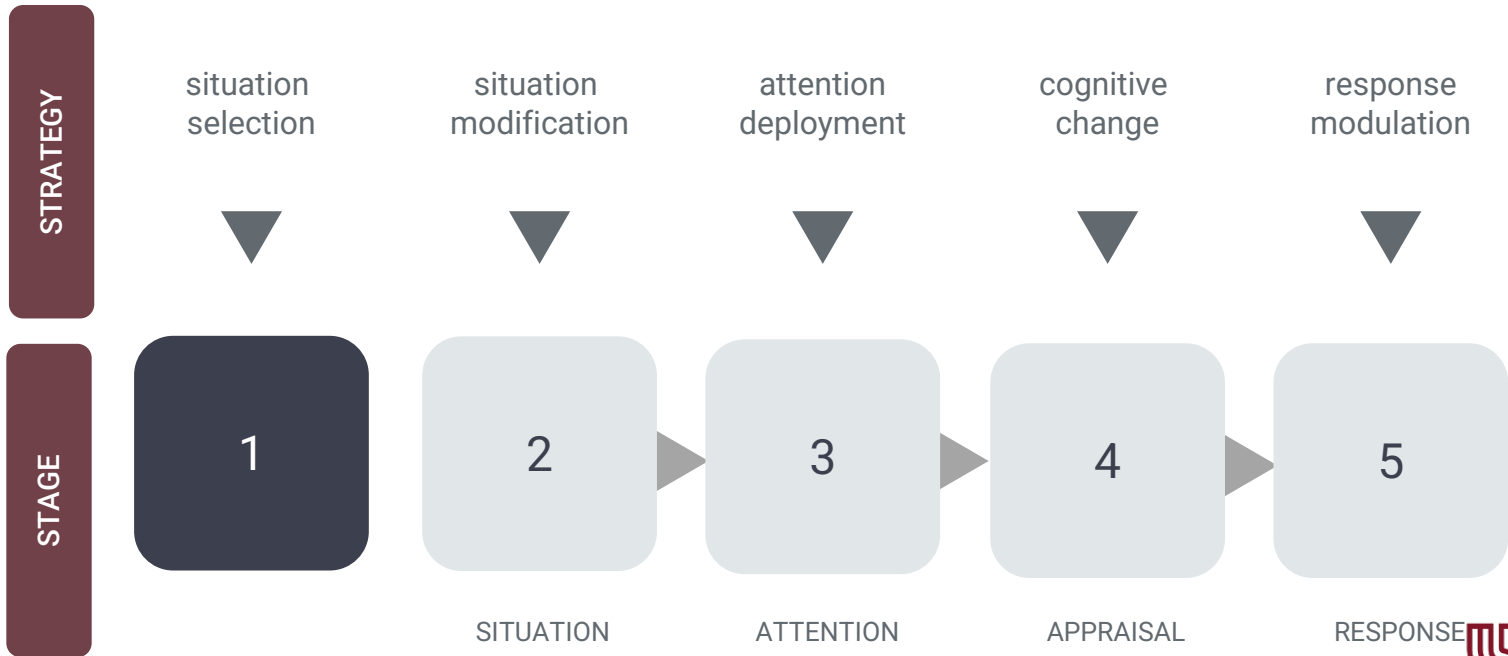


Regulating Emotions

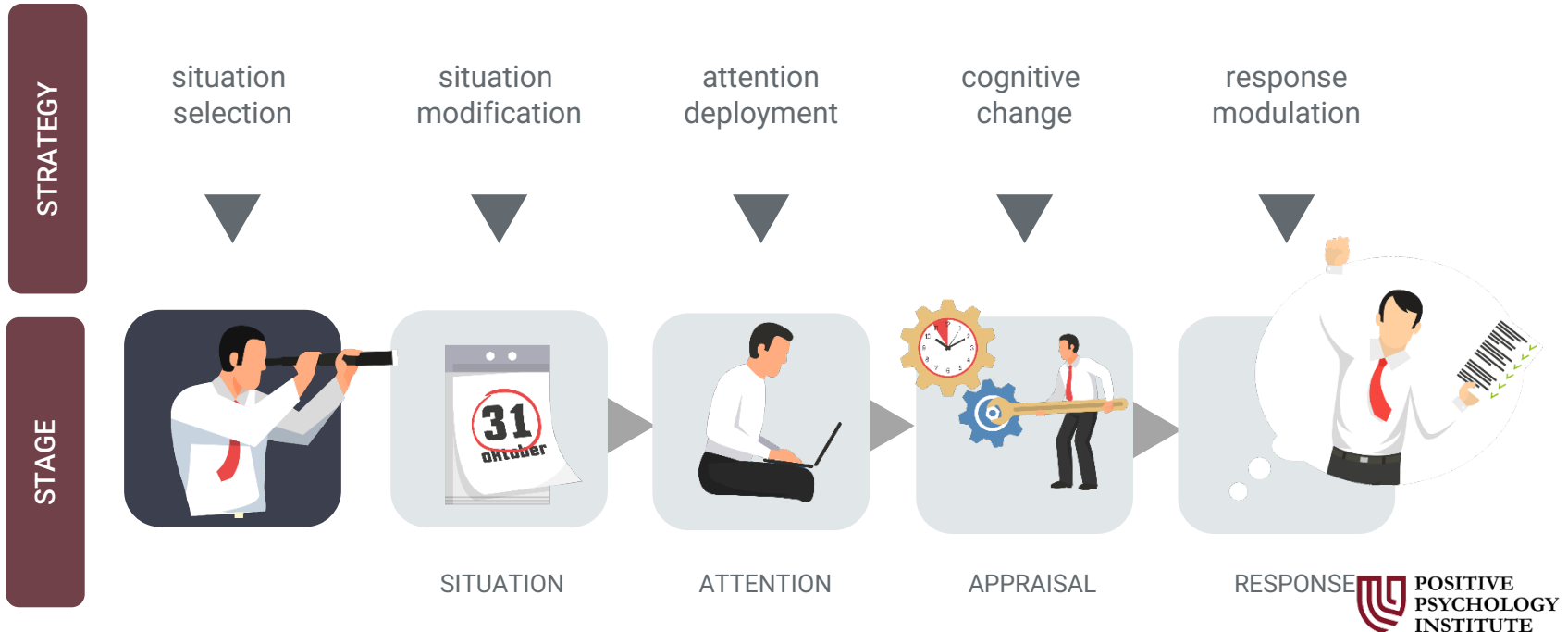
The process-model of emotion regulation



The process-model of emotion regulation



The process-model of emotion regulation



Practical note



Research findings support the view that **people can become better** at regulating their emotions. Although clients may differ in the degree to which they can improve their emotion regulation, these findings **justify a positive outlook** on the client's ability to develop better emotion regulation.

Regulating Emotions

Building emotion regulation skills

- DBT, MBCT, ACT
- Emotion regulation therapy
- Emotion-focused CBT (ECBT)



Building emotion regulation skills

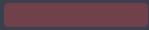
- connect to emotions
- consider the demands of the current situation
- explore different strategies
- practice

Summary

a person who regulates emotions effectively:

- is able to deal with emotions in a way that promotes goal achievement
- prevents emotions and urges from automatically guiding behavior
- is able to select an appropriate emotion regulation strategy based on the demands of the situation

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Using Emotions to Facilitate Performance

Using Emotions to Facilitate Performance

The 4-dimensional model of EI



using emotions
to facilitate
performance

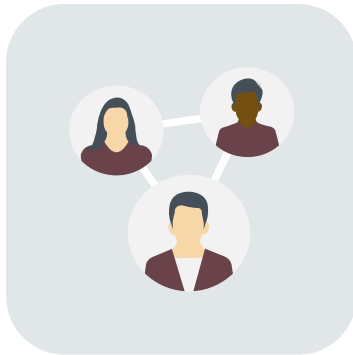
Using Emotions to Facilitate Performance

Using emotions

Emotionally intelligent people know how to use their emotions in ways that allow them to successfully live in line with their values and reach their goals.

Using Emotions to Facilitate Performance

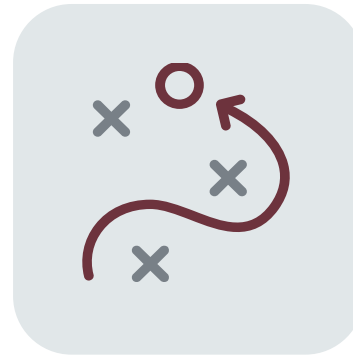
Using emotions



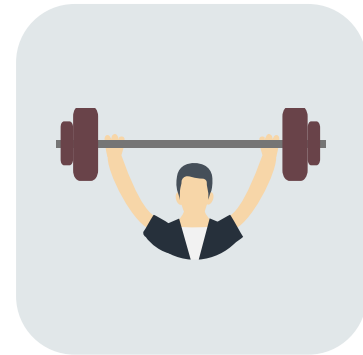
relationship
management



needs &
values



creativity



coping

Using Emotions to Facilitate Performance

Relationship management

Emotions can be “used” to influence one’s social environment, and emotionally intelligent people engage this skill to move toward personal goals.

Relationship management

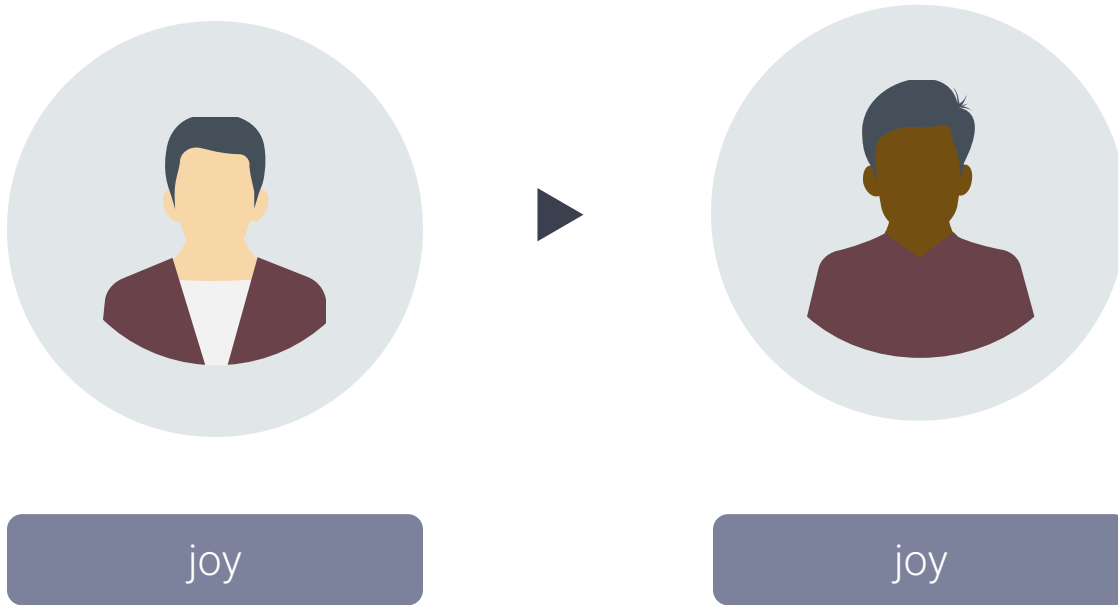
emotional expression:

- can affect impressions
- can facilitate bonding
- can cause others to experience the same emotion
- can induce complementary emotions



Using Emotions to Facilitate Performance

Relationship management



Using Emotions to Facilitate Performance

Relationship management



anger



anger

Using Emotions to Facilitate Performance

Relationship management



gratitude



pride

Using Emotions to Facilitate Performance

Relationship management



anger



fear

Needs and values

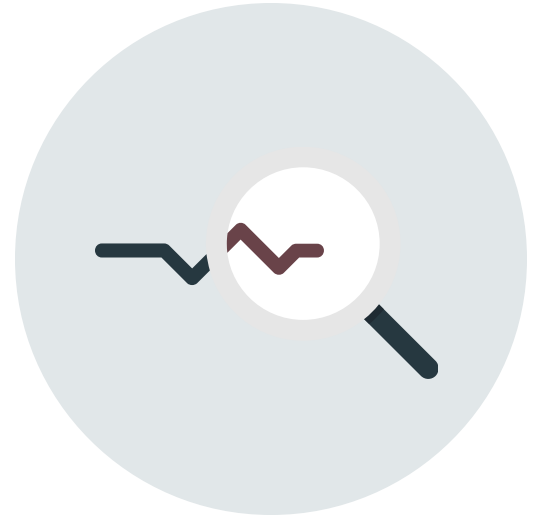
Emotionally intelligent people are able to extract information about personal needs and values from emotions and use this information at the service of their goals.

Using Emotions to Facilitate Performance

Needs and values

emotions:

- are data
- contain information about personal values
- contain information about needs



Creativity

positive emotions help to:

- generate creative solutions to goal-related challenges
- consider alternative pathways to goals



Using Emotions to Facilitate Performance

Creativity

Emotionally intelligent people understand the creative potential of positive emotions and uses this to reach their goals.

Tugade and Fredrickson (2002, p. 335)

”

“[emotionally intelligent] individuals may possess complex understandings of their positive emotions and use this knowledge to adapt resourcefully in response to negative stimuli.”

Coping

resilient people use coping strategies that elicit positive emotions:

- humor
- relaxation
- exploration of behavioral alternatives
- hopeful, optimistic thinking



Using Emotions to Facilitate Performance

Sailboat metaphor



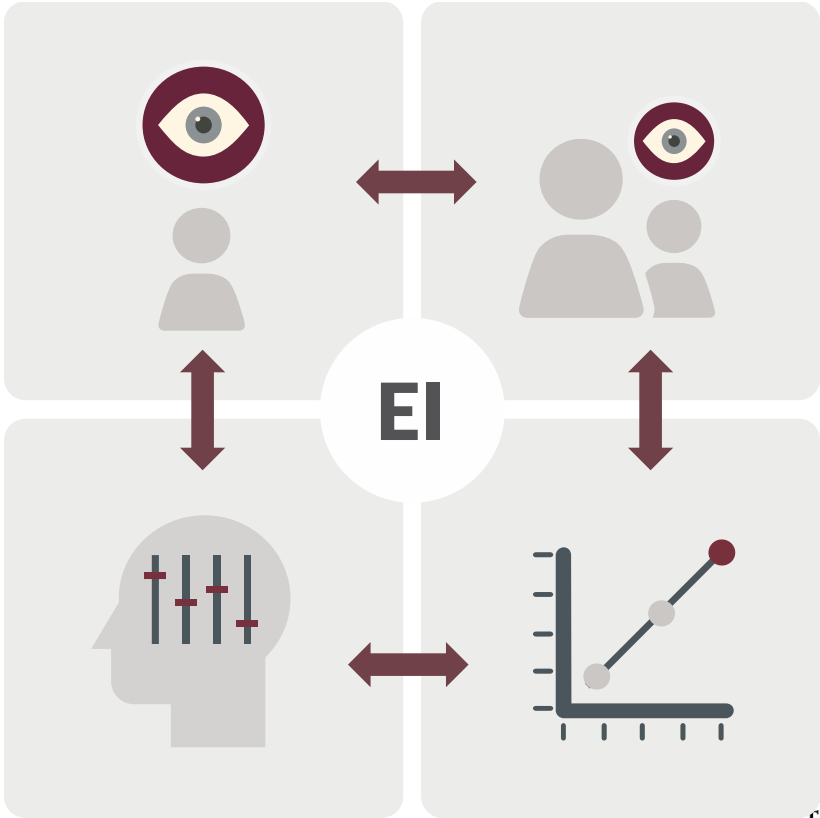
Summary

a person who uses emotions to facilitate performance:

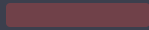
- understands the influence of expressing emotions on other people
- extracts motivational information from emotions
- generates positive emotions in order to facilitate goal achievement
- uses positive emotions to manage negative circumstances

Using Emotions to Facilitate Performance

Interconnectedness



Thanks



for your attention