



Emotional Intelligence

Identifying and Managing your own emotions and the emotions of others

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What is Emotional Intelligence?

- Emotional awareness, including the ability to identify your own emotions and those of others;
- The ability to harness emotions and apply them to tasks like thinking, behavior and problem-solving;
- The ability to manage emotions, including the ability to regulate your own emotions, and the ability to cheer up or calm down another person.
- The ability to discriminate between different feelings and label them appropriately.

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Emotional Intelligence begins with Self Awareness

Eight categories of emotions

- Anger
- Fear
- Love
- Disgust
- Shame
- Sadness
- Enjoyment
- Surprise



What emotions can you think of and what category do they go with?

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After Self Awareness comes Self Management or Self-regulation

I have this emotion now what do I do with it?

- Emotional self control
- Adaptability
- Achievement orientation
- Positive outlook
- Striving toward goals for personal reasons, not a reward

Take time for mistake autopsy—this isn't about blame but about thinking through what happened.



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Having Social Awareness

- Empathy
 - Feeling with someone
- Organizational Awareness
 - Try to understand more about other areas of your organization
 - Build networks



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How do you practice and show empathy?

- Dr. Brené' Brown's four step approach
 - Perspective taking, or putting yourself in someone else's shoes
 - Staying out of judgement and listening
 - Recognizing emotion in another person that you have maybe felt before
 - Communicating that you can recognize that emotion.



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Relationship Management is Key

- Influence
- Conflict Management
- Inspirational Leadership
- Coaching and Mentoring—Find one and be one
- Teamwork—Trust drives teams



Ask yourself...would you want to work for you?



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Why is Emotional Intelligence Important?

- Studies have shown that people with high Emotional Intelligence have greater mental health, job performance and leadership skills.
- Some psychologists question the value of Emotional Intelligence however saying the improvements in the above areas could also be linked to general intelligence and specific personality traits, not just Emotional Intelligence.



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Being a Leader with Emotional Intelligence

- Leaders with EI are able to motivate others to act
- Leaders with EI are able to model the way for others
- Leaders with EI are able to encourage their heart and the hearts of others to reach their team goals



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Being a Leader with Emotional Intelligence

- How do they do this?
- By having integrity and acting as a role model in both actions and words
 - By having confidence in the abilities of individuals and enabling them to achieve to their potential
 - By being empathetic to the needs and personalities of individuals and tailoring recognition and feedback to meet these needs and temperament

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What does an EI leader look like?

- From Korn Ferry study:
- They listen more than they talk
 - They emphasize the how and why, instead of simply telling people what to do
 - They engage team members and recognize their contributions, rather than continually criticizing and correcting their mistakes
 - They resolve disagreements openly and deal with people's emotions during conflict
 - They understand what energizes and engages people on their teams-and create environments that foster that energy
 - They encourage team members to stay five years or more in the organization, because they feel engaged and able to do their job effectively.

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EI Assessment

Take the Emotional Intelligence Assessment to learn more about where you are on your EI journey.

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Final Thoughts?

•Any questions? Thoughts?

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