

UNIVERSITATEA DE STAT DE MEDICINĂ ȘI FARMACIE „NICOLAE TESTEMIȚANU”



CATEDRA MANAGEMENT ȘI PSIHOLOGIE

Lecture III.

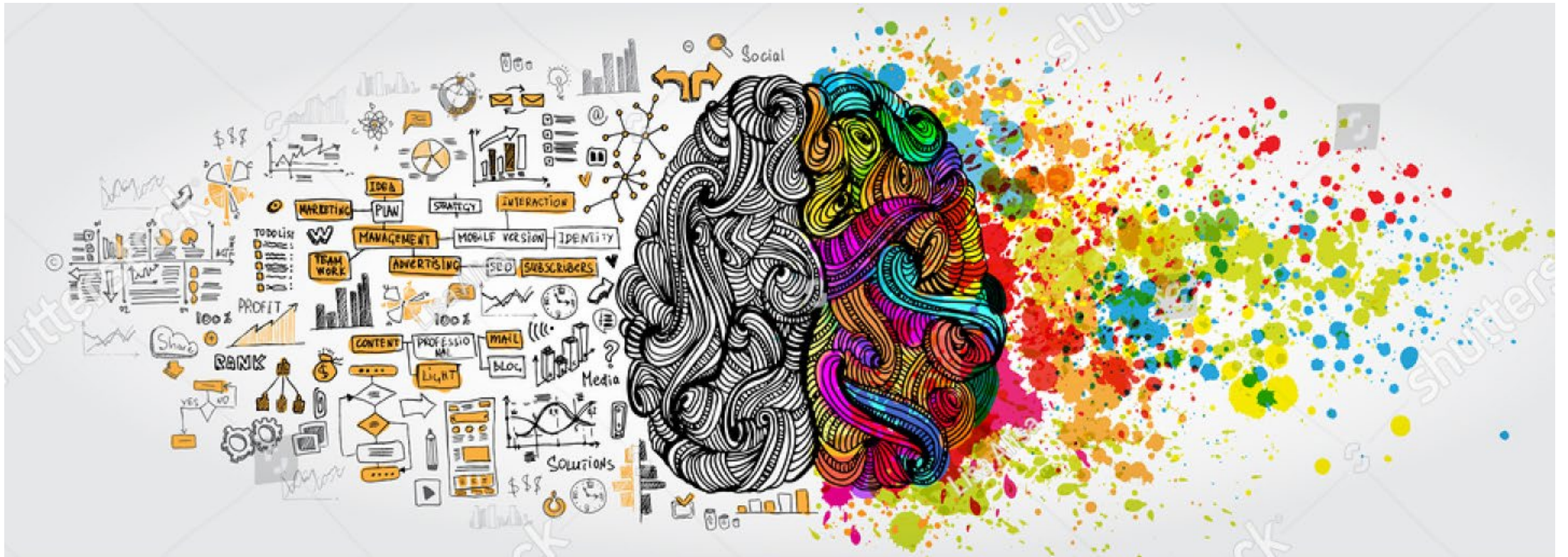
The influence of Emotional Intelligence (EI) and Intellectual Intelligence (IQ) in behavior

TOPIC ON CLINICAL PSYCHOLOGY

**PRESENTED BY : PhD Cernitanu
Mariana**

Structure

1. The EI(EQ) and IQ concepts' definition
2. The influence of EI(EQ) and IQ levels on personality behavior
3. Emotional resilience into daily life
4. Stress and stress coping



IQ

- visual processing
- working memory
- fluid & quantitative reasoning

EQ

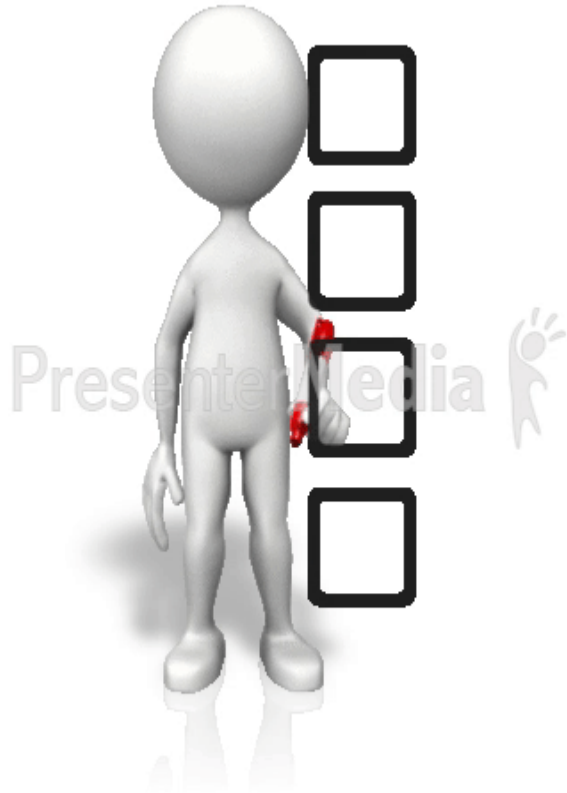
- identifying emotions
- relating to others
- social communication



The Intelligence Quotient (IQ) concept definition

- **IQ** is “a number that reflects that individual’s problem-solving and reasoning capabilities in comparison to the average person their age. Determined by either the ratio of the mental age to the chronological age multiplied by 100 - or a score determined by one's performance on a standardized intelligence test relative to the average performance of others of the same age.”
- **IQ** is also “proficiency in or knowledge of a specified subject.”
- A person scoring **below 70** is typically considered to have an intellectual disability, while those scoring **over 145** are considered genius or near-genius. While it’s technically possible to score at or above 180, two-thirds of the population have an IQ somewhere between 85-115.
- **IQ** can change over time depending on a person’s propensity to learn new concepts.

The Emotional Intelligence (EI or EQ) concept definition



- **Emotional intelligence** (EI) involves the ability to understand and manage emotions.
- **Emotional intelligence** is linked to everything from decision-making to academic achievement.
- **Emotional intelligence** plays an important role in a life success
- In order for people to develop **stronger EI**, they first need to be willing to make changes to their own lives.

- Generally speaking, **Emotional Intelligence** is measured by three characteristics:
- **An awareness of your own emotions** as well as the emotions of the people around you.
- **The ability to apply emotions** to problem-solving and thinking.
- **A capacity to manage one's emotions**, both internally and externally.
- Psychologist **Daniel Goleman** has suggested that there are **five components critical to emotional intelligence**:

Five components of emotional intelligence

by Daniel Goleman

- **1. Self-Awareness** - the ability to recognize and understand your own emotions.

To become self-aware, you must be capable of monitoring your own emotions, recognizing different emotional reactions, and then correctly identifying each particular emotion. Self-aware individuals also recognize the relationships between the things they feel and how they behave. These individuals are also capable of recognizing their own strengths and limitations, are open to new information and experiences, and learn from their interactions with others.

Five components of emotional intelligence by Daniel Goleman

2. Self-Regulation

Emotional intelligence requires you to be able to regulate and manage your emotions.

- Self-regulation is all about expressing your emotions *appropriately*.
- Those who are skilled in self-regulation tend to be flexible and adapt well to change. They are also good at managing conflict and diffusing tense or difficult situations.
- Goleman also suggests that those with strong self-regulation skills are high in conscientiousness. They are thoughtful of how they influence others and take responsibility for their own actions.

Five components of emotional intelligence

by Daniel Goleman

3. Social Skills

- Being able to interact well with others is another important aspect of emotional intelligence. True emotional understanding involves more than just understanding your own emotions and the feelings of others - you also need to be able to put this information to work in your daily interactions and communications.
- Individuals with social intelligence can sense how other people feel, know intuitively what to say in social situations, and seem self-assured, even in a larger crowd.
- No one is born socially intelligent. Instead, it involves a set of skills that an individual learns over time.

Five components of emotional intelligence

by Daniel Goleman

4. Empathy

- Empathy involves more than just being able to recognize the emotional states of others. When you sense that someone is feeling sad or hopeless, for example, it will likely influence how you respond to that individual. You might treat them with extra care and concern or you might make an effort to buoy (support) their spirits.
- Being empathetic also allows people to understand the power dynamics that often influence social relationships, especially in workplace settings.

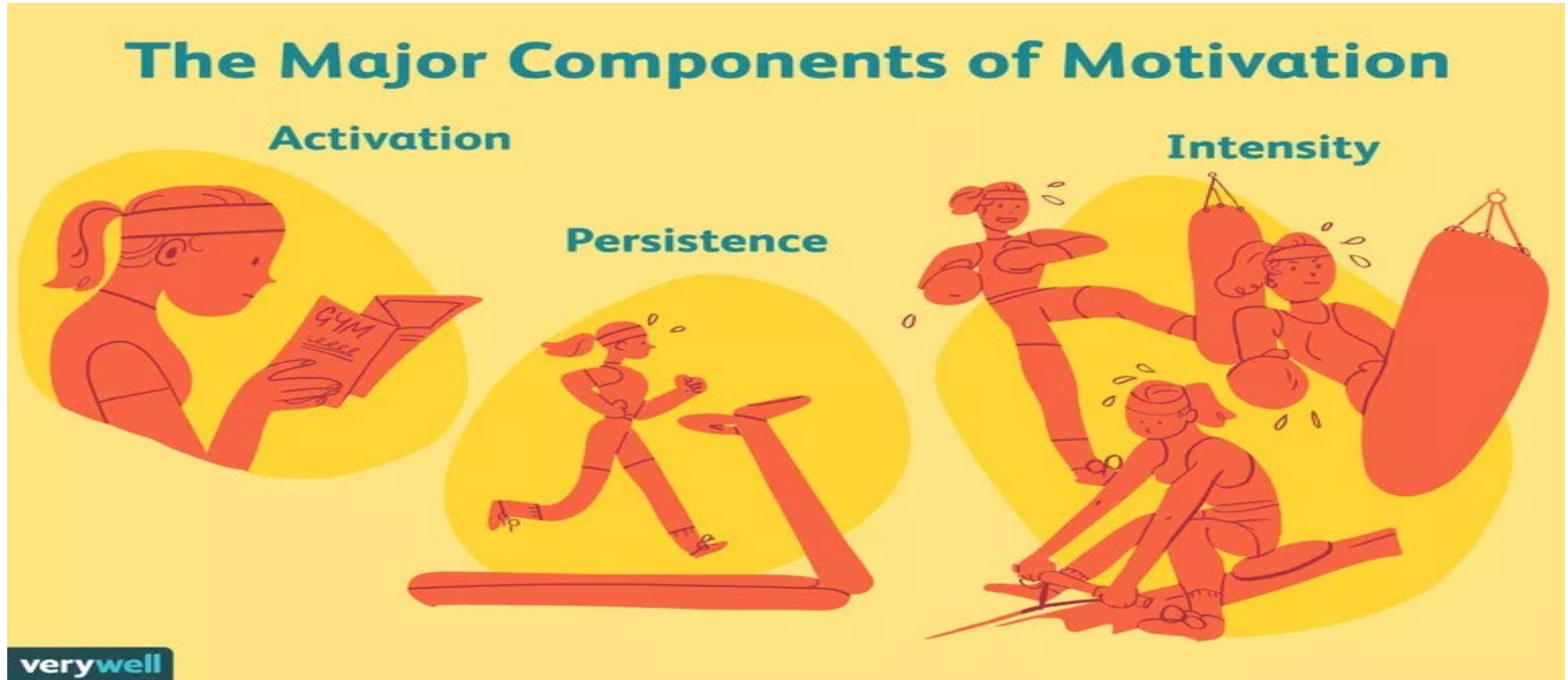
Five components of emotional intelligence

by Daniel Goleman

5. Motivation

- People who are emotionally intelligent are motivated by things beyond external rewards like fame, money, recognition, and acclaim.
- Instead, they have a passion to fulfill their own inner needs and goals. They seek things that lead to internal rewards, experience flow from being totally in tune with an activity, and pursue peak experiences.
- Those who are competent in this area tend to be **action-oriented**. They set goals, have a high need for achievement, and are always looking for ways to do better. They also tend to be very committed and are good at taking the initiative when a task is put forth before them.

Motivation as psychological factor that guide behavior



Activation - involves the decision to initiate a behavior

Persistence - the continued effort toward a goal even though obstacles may exist.

Intensity - the concentration and vigor that goes into pursuing a goal.

- Emotional intelligence is the barometer of excellence on virtually any job. Emotional intelligence counts more than IQ or expertise for excelling on the job.
- Just as we spend years going to school to build our IQ, we need to spend time each and every day working on our EQ. Having a high IQ, without an equally high EQ, only gets us so far. But the combination of the two working in tandem can create limitless opportunities for someone proficient in both areas.

Daniel Goleman

Low emotional intelligence is a problem that can have an influence on a wide variety of social relationships.

- Some experts suggest that **emotional intelligence may actually be more important than IQ** in determining overall success in life.



Signs of Low Emotional Intelligence



Being Argumentative



Not Listening



Blaming Others



Emotional Outbursts

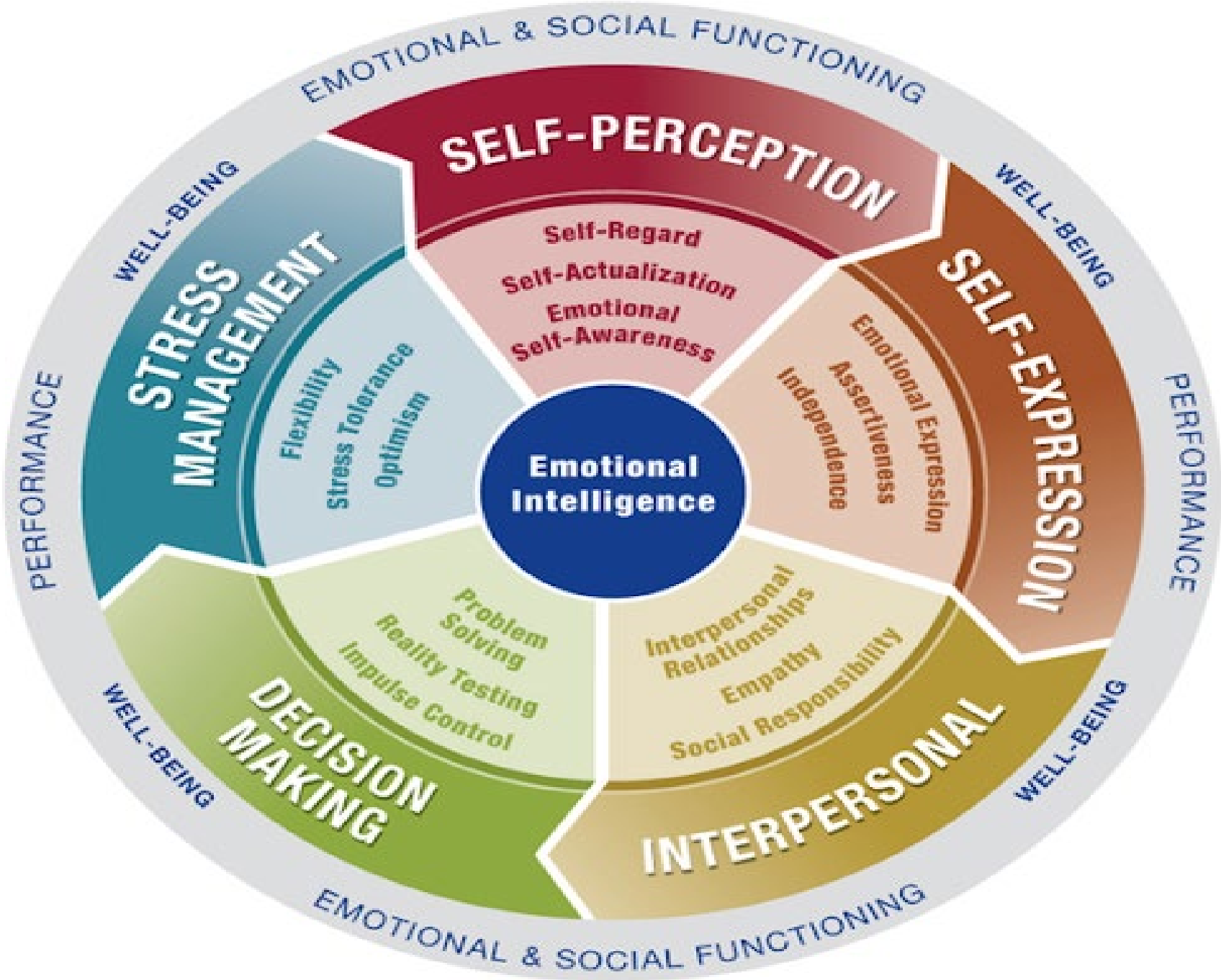
Common signs of low emotional intelligence

- Getting in lots of arguments
- Not understanding how others feel
- Thinking that other people are overly sensitive
- Refusing to listen to other points of view
- Blaming others for mistakes
- An inability to cope with emotionally-charged situations
- Sudden emotional outbursts
- Difficulty maintaining friendships
- Lack of empathy

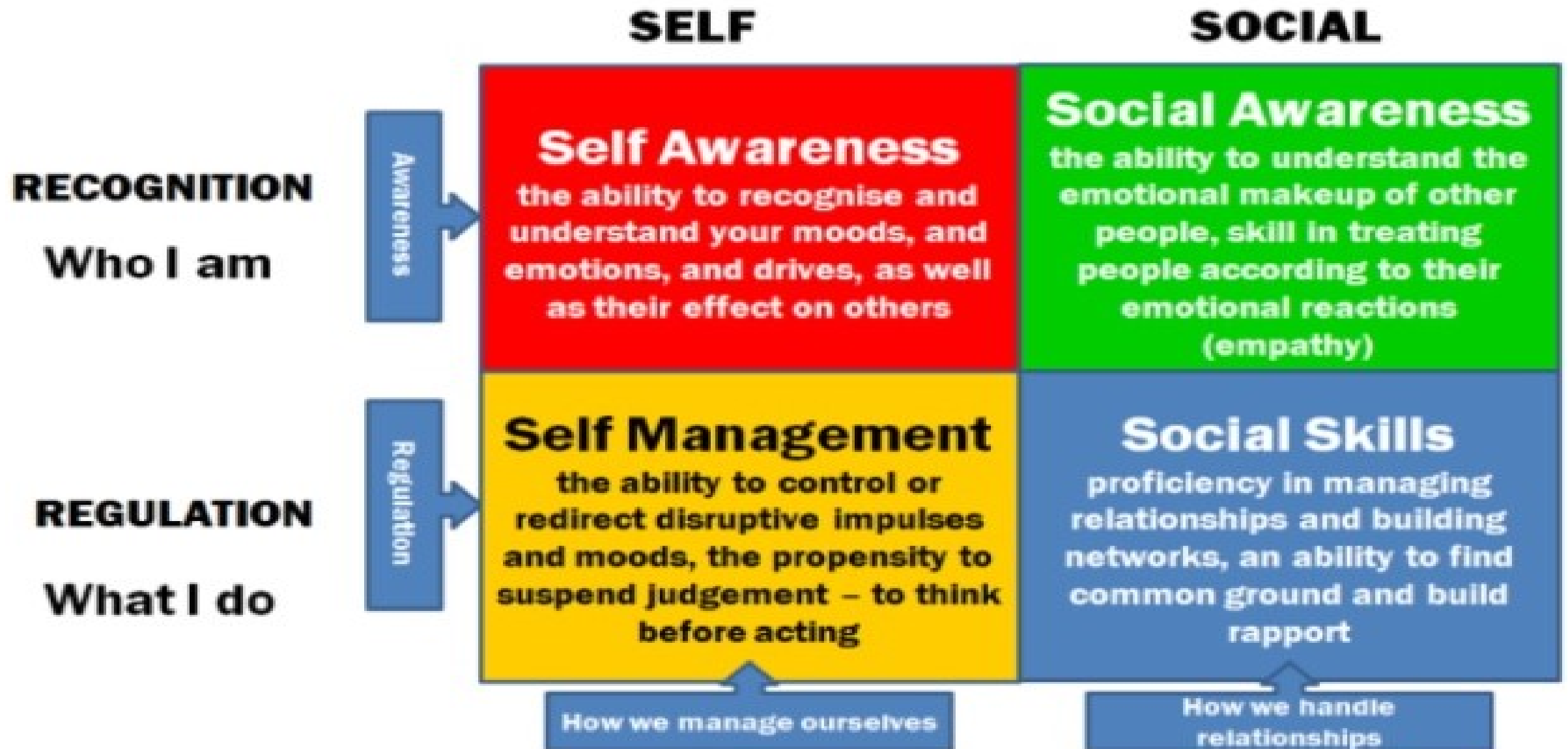
Emotional intelligence - 5 components



Emotional intelligence components



Emotional Intelligence



SELF

SOCIAL

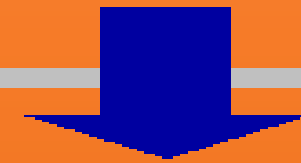
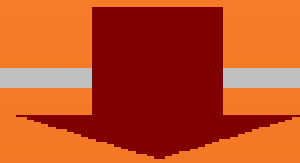
RECOGNITION

SELF-AWARENESS

Emotional Self-awareness
Accurate Self-Assessment
Self-Confidence

SOCIAL AWARENESS

Empathy
Organisational Awareness
Service Orientation



REGULATION

SELF-MANAGEMENT

Self-Control
Transparency
Adaptability
Achievement Drive
Initiative

RELATIONSHIP MANAGEMENT

Inspirational Leadership
Developing Others
Influence
Change Catalyst
Conflict Management
Building Bonds
Teamwork & Collaboration



FOUR DOMAINS OF EMOTIONAL INTELLIGENCE

I. Self Awareness	II. Self Management	III. Social Awareness	IV. Relationship Management
<ul style="list-style-type: none">*Know your story and how it affects you*Make peace with your past*Know your beliefs, your emotions and your behavior patterns*Know your relationship patterns	<ul style="list-style-type: none">*Develop skills for breathing and relaxation*Learn positive, self-affirming beliefs*Develop self-soothing and self-motivation skills*Maintain good physical health	<ul style="list-style-type: none">*Understand nonverbal communication*Develop a positive view of others*Understand the basic emotional needs*Understand "games" and personal integrity	<ul style="list-style-type: none">*Develop skills for reflective listening and empathy*Develop skills for assertive communication*Learn conflict resolution skills*Learn skills for support & affirmation of others

Emotional Intelligence

INTRA-PERSONAL

SELF-AWARENESS

- Emotional Connection
- Self-Acceptance
- Self-Esteem
- Confidence
- Self-Assessment

SELF-MANAGEMENT

- Assertiveness
- Discipline
- Self-Control
- Trustworthiness
- Adaptability
- Positive Thinking
- Planning
- Problem-Solving

CATALYSTS

ENERGIZERS

- Motivation
- Initiative
- Drive
- Resilience
- Attitude
- Passion
- Engagement

INTER-PERSONAL

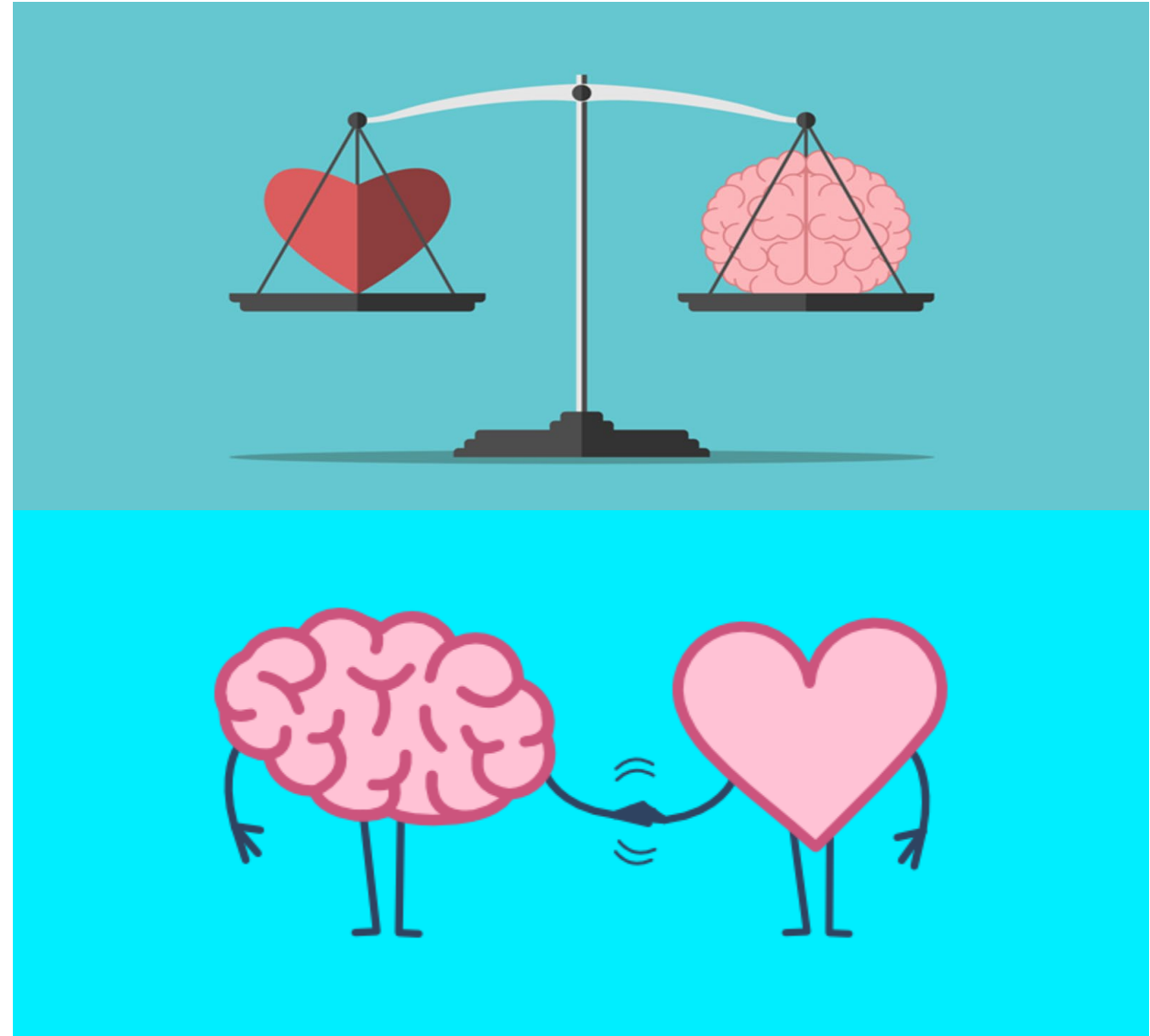
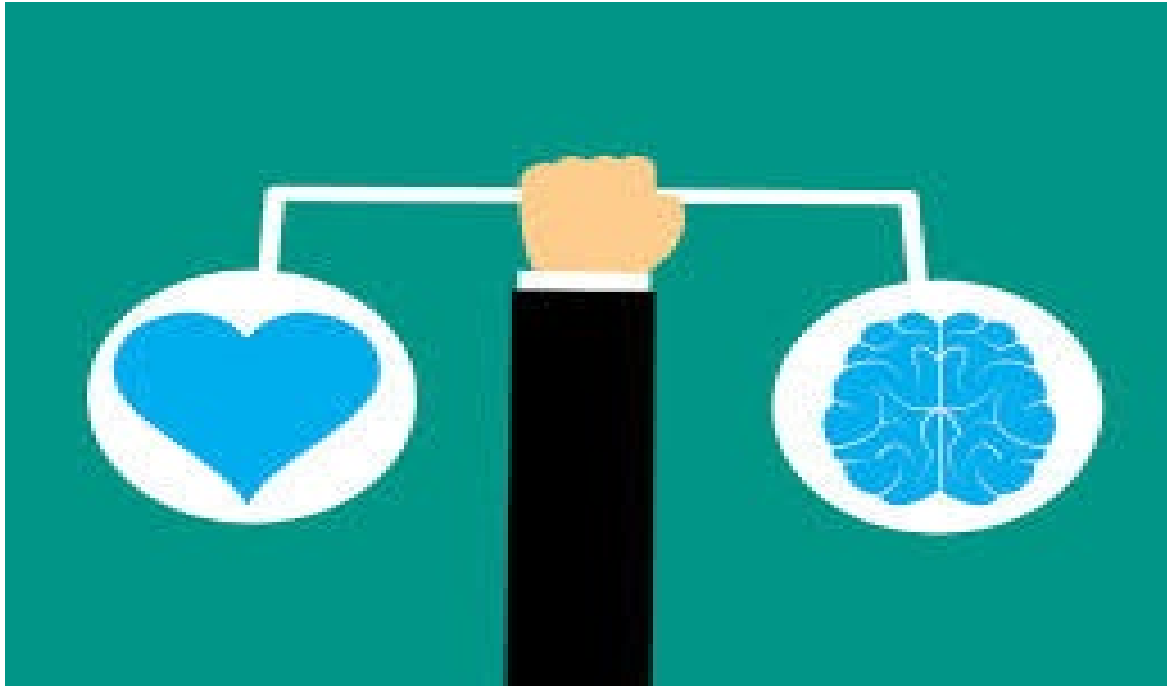
SOCIAL AWARENESS

- Empathy
- Social Responsibility
- Communication
- Rapport
- Tolerance

RELATIONSHIP MANAGEMENT

- Relationship Management
- Teamwork
- Collaboration
- Conflict Management
- Leadership
- Influence
- Service

Are you emotionally intelligent?

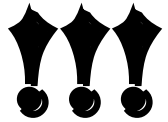




- **Emotional intelligence is a practical ability.** And while a person may comprehend the principles of how emotions work in real life, application of that knowledge is another story.
- **Emotional intelligence can be used to harm, but it can also be used to protect.**
- **You shouldn't focus on identifying your (or someone else's) EQ. Just as you mature and change through the years, the process of developing emotional intelligence is continuous.**
- **Always consider yourself a student of emotion.** Because if we continue to question, observe, explore, and apply-we'll continue to learn, and we'll keep getting better.

Emotional resilience into daily life

- *The word '**resilience**' comes from the Latin word 'resilio' which means 'to bounce back' or retaliate.*
- Emotional resilience is an art of living that is entwined with self-belief, **self-compassion**, and enhanced cognition. It is the way through which we empower ourselves to perceive adversities as 'temporary' and keep evolving through the pain and sufferings. (Marano, 2003).
- Resilience is the capacity to maintain competent functioning in the face of major life "stressors". (Kaplan, Turner, Norman, & Stillson, 1996)

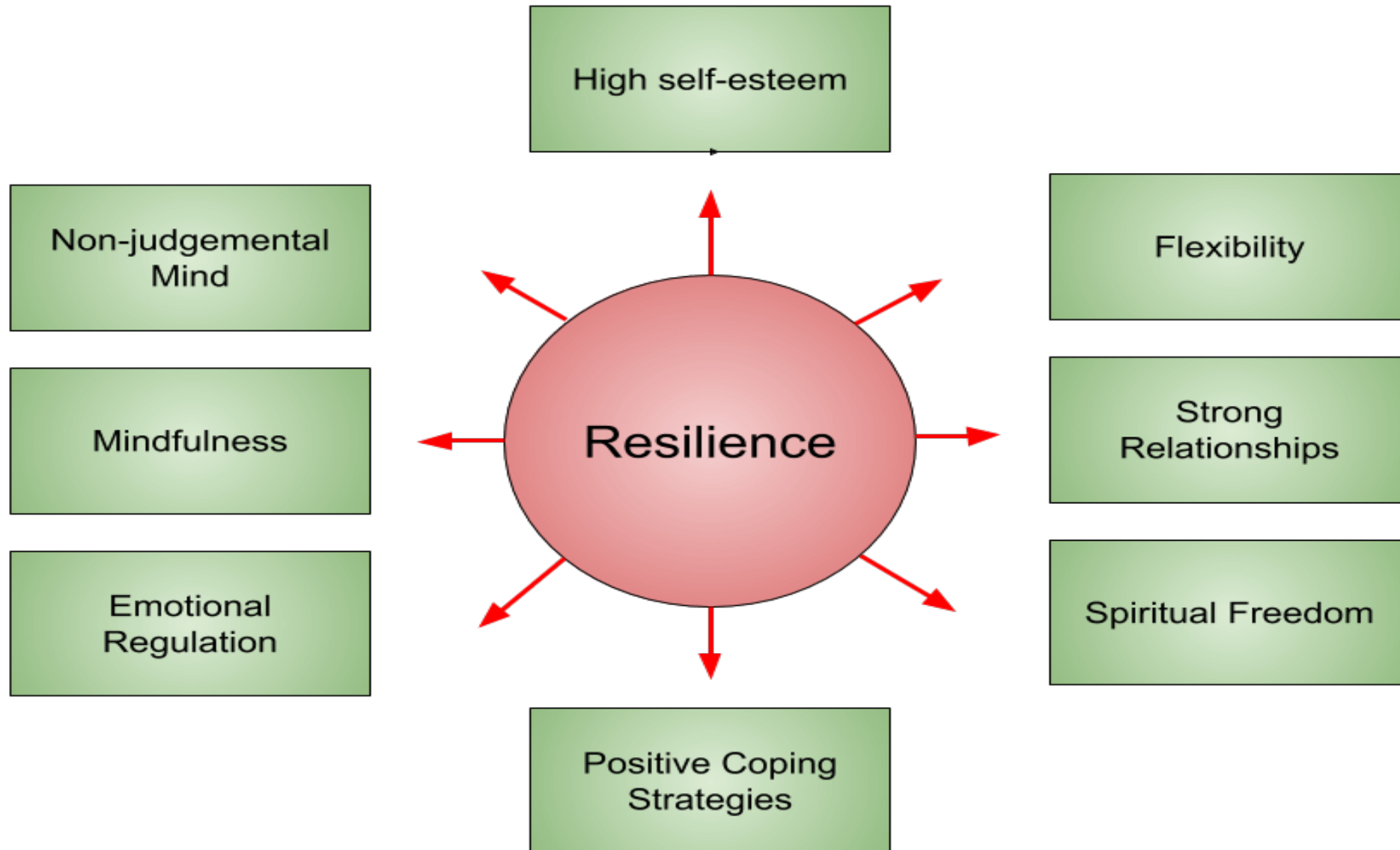


- In a broad way, emotional resilience means bouncing back from a stressful encounter and not letting it affect our internal motivation.
- It is not a “bend but don’t break” trait, rather resilience is accepting the fact that ‘I am broken’ and continuing to grow with the broken pieces together.
- When we are resilient, we not only adapt ourselves to stress and disappointments, we also grow the insight to avoid actions that might lead us to face such situations.

Elements Of Emotional Resilience

- Emotional Resilience has three building blocks – these are the pillars on which we can build resilience or work on improving it.
- **1. The Physical Elements**
 - Involving physical strength, energy, good health, and vitality.
- **2. The Mental or Psychological Elements**
 - Including aspects like adjustability, attention and focus, **self-esteem**, **self-confidence**, emotional awareness and **regulation**, **self-expression**, thinking, and reasoning abilities.
- **3. The Social Elements**
 - Including interpersonal relationships (work, partner, kids, parents, friends, community, etc), group conformity, likeability, communication, and co-operation.

Resilience components



Building emotional resilience includes:

- Building self-acceptance
- Improving stress management strategies
- Building self-esteem
- Being mindful and focused on the present
- Expressing emotions wisely
- Choosing to react to stress in a way that won't harm the self or those around

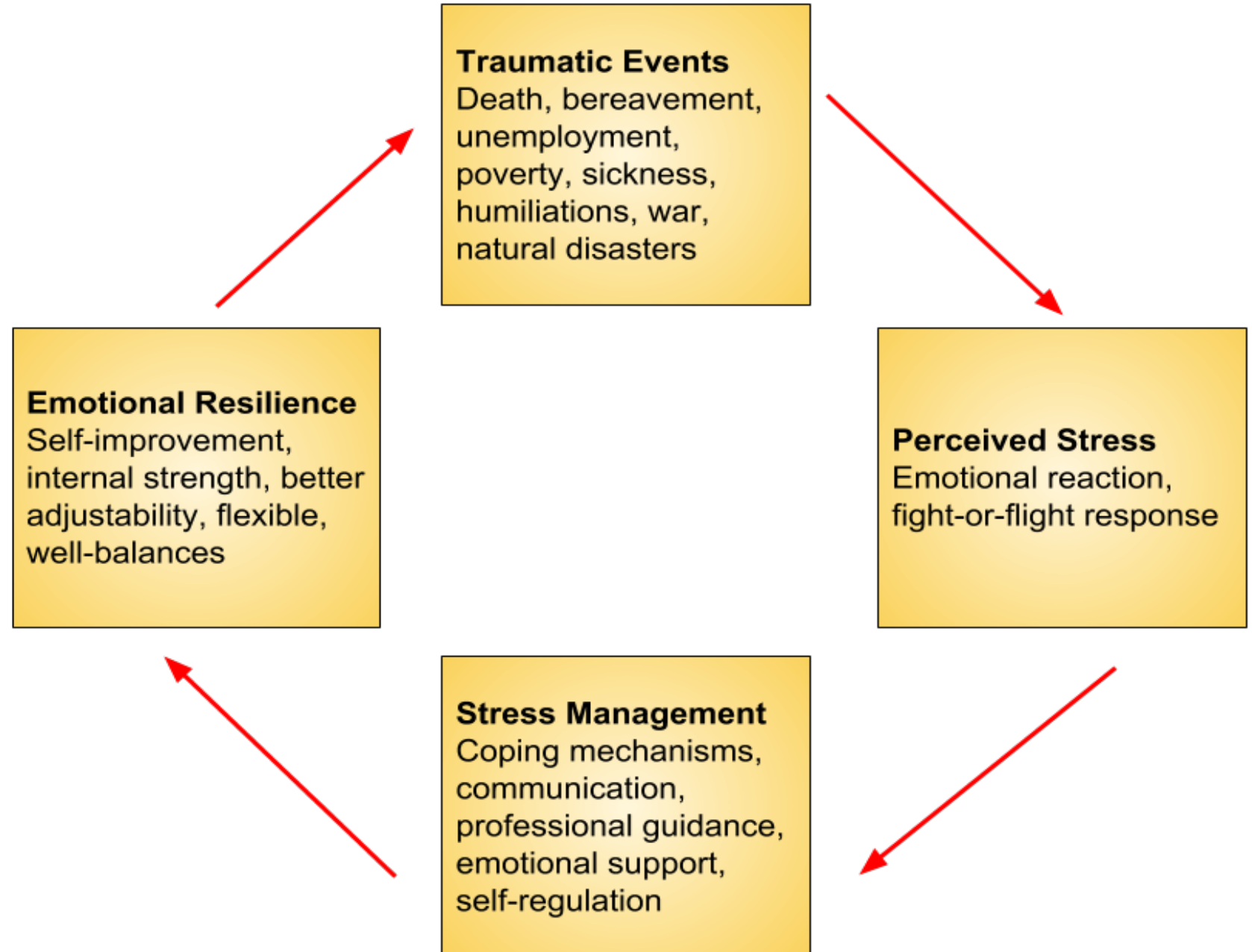
Resilience training program aim at improving emotional resilience by building:

- **1. Self-Awareness** - The ability to tune into our own feelings, internal conflicts, and perception of the world.
- **2. Persistence** - the consistency and commitment to keep trying.
- **3. Emotional Control** – the ability to redirect and manipulate feelings.
- **4. Flexible Thinking** - a powerful social skill that incorporates optimism, adjustability, rationality, and positive thinking.
- **5. Interpersonal Relationships.** As social creatures, we are surrounded by people gives us the strength to overcome problems, endure them, and evolve from them.

Stress Management And Emotional Resilience

- Coping with stress, or better to say, effectively **coping** with stress contributes directly towards building resilience.
- Getting tied down with the daily stressors of life can be a big reason that we lose our **emotional resilience**. We become more sensitive, over-reactive, and emotionally unbalanced. Even a little change of plans can leave us in a state of anxiety and panic.
- Studies have indicated that resilient individuals can deal with stress more effectively. They can bounce back from any stressful situation with positive energy and confidence, and they are more likely to learn lessons from traumatic encounters rather than get overwhelmed by them. (Fredrickson, 1998)

Stress and emotional resilience cycle



‘Emotional Resilience: How to safeguard your mental health’, 2018 by Harry Barry

- Dr. Barry, in his book identifies **emotional resilience** as the ‘**building blocks of life**’:
- ...The reason why some people are better at **managing stress** than others is their resilience power. Exposure to toxic stress (aka burnout) evokes intense emotions and our coping mechanisms are immediately deployed to manage the situation.
- ...**Resilient people** are better and quicker at deploying these coping strategies and hence can adapt to difficulties with better comfort.
- ...Although some people are born with better resilience and emotional balance than others, with the **right guidance**, we all are capable of building ourselves as emotionally resilient and psychologically mature human beings.

Harry Barry

‘Emotional Resilience: How to safeguard your mental health’, 2018 by Harry Barry

- The foundation of the **intervention strategies** mentioned in the book circles around three concepts:
 - **Cognition** – the way we think.
 - **Perception** – the way we analyze and evaluate things.
 - **Action** – the way we react to it.
- **Skillsets to build emotional resilience:**
 1. **Personal Skills developing** - (self-acceptance, empathy, self-esteem, thinking, reasoning, problem-solving, anxiety and frustration management, beating procrastination, and emotional regulation).
 2. **Social Skills** - the ways in which we interact with others, perceive their problems, and adjust with them, can help in building our emotional resilience and allow us to face the burnouts positively.
 3. **Life Skills** - It includes the power to peacefully resolve a conflict, the ability to manage stress and cope with it efficiently, the power to develop a perfect work-life balance, etc.

Emotional resilience, as Dr. Barry suggests, can be developed by:

- Recognizing the fact that our thoughts influence our actions
- Acknowledging stress and be willing to effectively cope with it
- Being open to changes and flexible while adapting to new situations
- Accepting the truth that by changing the way we react to stress, a lot of difference can be made
- Embracing the self by building self-compassion and empathy

Dr. Barry's Suggested Activities

For improving the life skills that directly build emotional resilience, he has mentioned activities like:

- **1. Self-acceptance.** Practical examples that are easier for the readers to relate with, self-acceptance teach us how to be more compassionate, considerate, and respectful towards ourselves.
- **2. Beating procrastination.** Dr. Barry recognizes procrastination as one of the biggest enemies of emotional resilience.
- By simple tips such as letting go of the desire to be perfect, using regular intervals while working for long hours, and breaking down goals into smaller sub-goals, this set of activities is specially designed for the ones struggling with procrastination.
- **3. Flooding.** The manifestation of anxiety, stress, and depression is often physical – with symptoms like unexplained headaches, insomnia, palpitations, etc. The only thing required is unconditional acceptance and the willingness to combat them. By far, this has been one of the most successful CBT strategies to build resilience.
- **4. Finding the balance.** Emotional resilience is a trajectory of healthy functioning after encountering a highly adverse incident. (Bonanno, Westphal, and Mancini, 2011).
- It is the fine balance that we can develop between our emotions and the way we let them affect our lives. In the section based on life skills development, Dr. Barry mentioned that once we have acquired the skills to cope with the daily life stressors, we are already more emotionally resilient. For finding the perfect balance in life, we can:
 - Keep a daily schedule where we can note down our assignments for the day and act according to the plan.
 - Maintain a priority list and see where our kids, partners, work, parents, personal care, and social life comes in it.
 - Come back and rebuild our priorities as often as we need to.
 - Commit to devote some quality time to the ones high on the priority list.
 - Engage in active communication with our partner and confronting problems rather than escaping it.

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Thank You!

