COMMUNICATING WITH EMOTIONAL INTELLIGENCE

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Basics of EI are:

- Knowing your feelings when making decisions.
- Managing your emotional life without being overwhelmed or side-tracked.
- Persisting in the face of setbacks to continue your pursuit of goals.
- Empathy – being able to read other people’s emotions.
- Handling relationships with skill and harmony.
### Personal & Social Competence

<table>
<thead>
<tr>
<th>PERSONAL COMPETENCE</th>
<th>SOCIAL COMPETENCE</th>
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</thead>
<tbody>
<tr>
<td><strong>SELF AWARENESS</strong></td>
<td><strong>SOCIAL AWARENESS</strong></td>
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<tr>
<td>Emotional Self Awareness</td>
<td>• Empathy</td>
</tr>
<tr>
<td>Accurate Self Assessment</td>
<td>• Service Orientation</td>
</tr>
<tr>
<td>Self Confidence</td>
<td>• Organizational Awareness</td>
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<tr>
<td><strong>SELF MANAGEMENT</strong></td>
<td><strong>RELATIONSHIP MANAGEMENT</strong></td>
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<tr>
<td>Self Control</td>
<td>• Developing Others</td>
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<tr>
<td>Trustworthiness</td>
<td>• Influence</td>
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<tr>
<td>Conscientiousness</td>
<td>• Communication</td>
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<tr>
<td>Adaptability</td>
<td>• Conflict Management</td>
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<tr>
<td>Achievement Driven</td>
<td>• Leadership</td>
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<tr>
<td>Initiative</td>
<td>• Change Catalyst</td>
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**Teamwork and Collectivity**
# Trait Emotional Intelligence Skills

<table>
<thead>
<tr>
<th>Facets</th>
<th>Self Perception</th>
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</thead>
<tbody>
<tr>
<td>Adaptability</td>
<td>...flexible and willing to adapt to new conditions.</td>
</tr>
<tr>
<td>Assertiveness</td>
<td>...forthright, frank, and willing to stand up for their rights.</td>
</tr>
<tr>
<td>Emotion perception (self and others)</td>
<td>...clear about their own and other people’s feelings.</td>
</tr>
<tr>
<td>Emotion expression</td>
<td>...capable of communicating their feelings to others.</td>
</tr>
<tr>
<td>Emotion management (others)</td>
<td>...capable of influencing other people’s feelings.</td>
</tr>
<tr>
<td>Emotion regulation</td>
<td>...capable of controlling their emotions.</td>
</tr>
<tr>
<td>Impulsiveness (low)</td>
<td>...reflective and less likely to give in to their urges.</td>
</tr>
<tr>
<td>Relationships</td>
<td>...capable of having fulfilling personal relationships</td>
</tr>
<tr>
<td>Self-esteem</td>
<td>...successful and self-confident</td>
</tr>
<tr>
<td>Self-motivation</td>
<td>...driven and unlikely to give up in the face of adversity.</td>
</tr>
<tr>
<td>Social Awareness</td>
<td>...accomplished networkers with excellent social skills.</td>
</tr>
<tr>
<td>Stress management</td>
<td>...capable of withstanding pressure and regulating stress.</td>
</tr>
<tr>
<td>Trait empathy</td>
<td>...capable of taking someone else’s perspective.</td>
</tr>
<tr>
<td>Trait happiness</td>
<td>...cheerful and satisfied with their lives.</td>
</tr>
<tr>
<td>Trait optimism</td>
<td>...confident and likely to “look on the bright side” of life.</td>
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</tbody>
</table>
Feelings and Behaviors
Behavior Examples

<table>
<thead>
<tr>
<th>Behaviors</th>
<th>Emotion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clenched jaw</td>
<td>Anger</td>
</tr>
<tr>
<td>Warm, easy going</td>
<td>Content</td>
</tr>
<tr>
<td>Open mouth, eyes wide</td>
<td>Surprise</td>
</tr>
<tr>
<td>Sneer and arrogant</td>
<td>Contempt</td>
</tr>
<tr>
<td>Head to side, leaning in</td>
<td>Interest</td>
</tr>
<tr>
<td>Sigh, shut down</td>
<td>Frustrated</td>
</tr>
<tr>
<td>Open, agreeable</td>
<td>Happy</td>
</tr>
<tr>
<td>Heart beats, cool feeling</td>
<td>Fear</td>
</tr>
<tr>
<td>Sluggish, blue acting</td>
<td>Sadness</td>
</tr>
</tbody>
</table>
Making a Difference

- What emotions do you feel make the greatest difference in a person?
- What behaviors do you feel that you possess that make a difference?
- Reflecting on your own experiences
Emotional Intelligence: The Ultimate Tool

- Skills and competencies that affect an individual’s ability to cope under different pressures and circumstances
- Isn’t dependant upon someone’s education, status, or experience
- Is considered a different way of being smart
Communication

- The process of communication is the physical source of emotional intelligence
- We are emotional creatures
- Emotional intelligence requires effective communication between the rational and emotional centers of the brain
- People respond well to those that they trust and respect, which is more than just being nice
Emotional Intelligence Capacities

Capacities - Actual or potential ability to perform, yield, or withstand.

- Independent – making unique contribution
- Interdependent – drawing on others with strong interaction
- Hierarchical – capacities building upon each other

Important to learning competencies
The Emotional Competence Framework

The state or quality of being adequately or well qualified:

Personal Competence
- Self-awareness
- Self-regulation
- Motivation

Social Competence
- Empathy
- Social Skills
Personal Competence

- **Self-awareness**
  - Ability to perceive your own emotions in the moment
  - Understanding your tendencies across situations (making sense of your emotions)
  - Must be willing to tolerate the discomfort of negative feelings
  - Emotions serve a purpose, why - where

- **Self-regulation**
  - What happens when you act or do not act
  - Ability to use your self-awareness of emotions to stay flexible and direct behavior positively
  - Manage emotional reactions to situations and people
  - Must tolerate exploring your emotions
Social Competence

- **Social Awareness**
  - Ability to read emotions of others and understand what is going on
  - Perceiving what they are feeling even if it is different than your own feelings
  - Also can be aware of changes to other’s emotions, moods or perceptions

- **Relationship skills**
  - Using your awareness skills (emotions of you and others) to manage interactions successfully
  - Insures clear communication, effective handling of conflict
  - Learning to value relationships from the beginning with a wide variety of individuals
Empathy

- Considering feelings of others
- Important in use of teams
- Important for cross cultural sensitivity
- Helps retain or motivate talent
Developing Social Skills/Communication

- Get feedback—how do you come across?
- Put yourself in circulation
- Keep up-to-date with current events
- Communicate with people on their level
- Make people feel comfortable
- Keep an open mind
- Be interesting
- Listen first, talk last
Personal Influences

- What factors have influenced you growing up?
  - Where
  - Who
  - Holidays
  - Other cultures

- How does this effect the way you feel about things today?

- What is the lens for others?
Developing Influencing Skills

- Be clear about what you are seeking to achieve
- Find out what makes people tick
- Understand your impact on others
- Be flexible
- Check your timing
- Do your homework and be prepared
- Monitor progress
Importance of Influence

- Winning people over
- Management of emotion
  - Self and others
  - Transmit non-verbally
- Combined skills
- Leads to leadership skills both formally and informally
Communicating

Skills
- Be there
- Expect excellence
- Provide sponsorship
- Encourage/support
- Shape behaviors
- Offer counsel
- Nurture creativity
- Be a model
- Be open

Style/Personality
- Exude warmth
- Listen actively
- Unconditional regard
- Privacy and confidentiality
- Embrace humor
- Do not expect perfection
- Look for interpersonal clues
- Be trustworthy
- Do not stoop to jealousy
Influencing the Emotions of Others

- Situational Awareness
  - Observing, social interactions, intentions

- Presence
  - What are the non-verbal clues

- Authenticity
  - Build trust by being yourself

- Clarity
  - Be clear with communication both verbally and non-verbally

- Empathy
  - Beyond feelings into understanding
People have different emotions
Self awareness

"It is our choices, Harry, that show what we truly are, far more than our abilities."

— Albus Dumbledore, Harry Potter and the Chamber of Secrets
Competences of building good relationships, modified from Goleman’s *Working with Emotional Intelligence*:

**Accurate self-assessment - Knowing one’s strengths and limits.** People with this competence are:
- Aware of their strengths and weaknesses
- Reflective, always learning from experience
- Open to candid feedback, new perspectives, continuous learning, and self-development
- Able to show a sense of humor and perspective about themselves

**Trustworthiness - Maintaining standards of honesty and integrity.** People with this competence:
- Act ethically and are above reproach
- Build trust through their reliability and authenticity
- Admit their own mistakes and confront unethical actions in others
- Take tough, principled stands even if they are unpopular

**Conscientiousness - Taking responsibility for personal performance.** People with this competence:
- Meet commitments and keep promises
- Hold themselves accountable for meeting their objectives
- Are organized and careful in their work

**Adaptability - Flexibility in handling change.** People with this competence:
- Smoothly handle multiple demands, shifting priorities, and rapid change
- Adapt their responses and tactics to fit fluid circumstances
- Are flexible in how they see events
Achievement drive - Striving to improve or meet a standard of excellence. People with this competence:
- Are results-oriented, with a high drive to meet their objectives and standards
- Set challenging goals and take calculated risks
- Pursue information to reduce uncertainty and find ways to do better
- Learn how to improve their performance

Optimism - Persistence in pursuing goals despite obstacles and setbacks. People with this competence:
- Persist in seeking goals despite obstacles and setbacks
- Operate from hope of success rather than fear of failure
- See setbacks as due to manageable circumstance rather than a personal flaw

Empathy - Sensing others’ feelings and perspective and taking an active interest in their concerns. People with this competence:
- Are attentive to emotional cues and listen well
- Show sensitivity and understand others’ perspectives
- Help out based on understanding other people’s needs and feelings

Leveraging diversity - Cultivating opportunities through diverse people. People with this competence:
- Respect and relate well to people from varied backgrounds
- Understand diverse worldviews and are sensitive to group differences
- See diversity as opportunity, creating an environment where diverse people can thrive
- Challenge bias and intolerance

Communication - Sending clear and convincing messages. People with this competence:
- Are effective in give-and-take, registering emotional cues in attuning their message
- Deal with difficult issues straightforwardly
- Listen well, seek mutual understanding, and welcome sharing of information fully
- Foster open communication and stay receptive to bad news as well as good
Changing Environment

Trends impacting traditional mentoring:

- Job mobility – careers not defined by single organization
- Globalization – it’s a connected world that provides different contextual needs
- Technology – greater connectivity sets up need for mentors to help prioritize
- Pace of change – into to “overdrive”
Discuss point to consider!

- Do you talk over others?
- Do you look for queues that someone else wants to speak?
- Do you provide the proper amount of context to your listener?
- Do you overwhelm your listener with too much content?
- Do you make connections with other conversations and how?
- What do you do when you realize you are not actively listening?
- How do you approach conversations? Is everything a crisis?
- Do you sense feelings of anti-admin, racism, predetermined attitudes?
- Does your approach create a sense of defensiveness?
Within your Organization

Self-Directed

- Virtues of self-reliance
- “trust thyself”
- Seek the knowledge that leads to satisfaction
- Needs are multiples

Organization

- Concerned with finding talent
- Create infrastructure
- Benefits for talent acquisition both ways
Evaluating Your Org

- Surveys
  - Mentees
  - Mentors
  - Together
- Focus Groups
- Interviews
- Open-ended questions
  - Pros and cons
References


• EI Consortium signup: https://visitor.r20.constantcontact.com/manage/optin/ea?v=001m_bG3MRszj8Ac0dmlxRig8tgRCINGFxyqbDOd7rqSDHAQFr0_MIGs2JXIdjyA0Es7GCqy6n9AmgwagRh6EfhsHVyiKx2WiMg
THANKS!!!

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