

# COMMUNICATING WITH EMOTIONAL INTELLIGENCE

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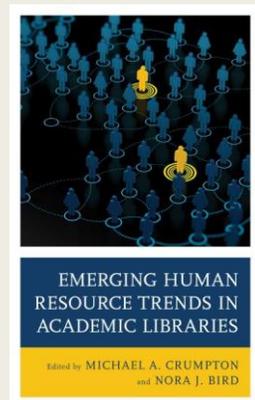
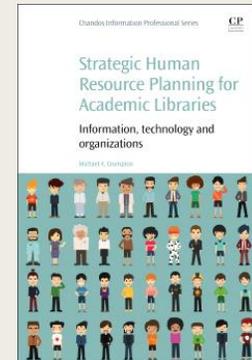
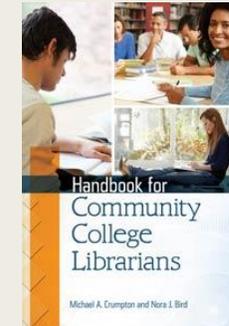
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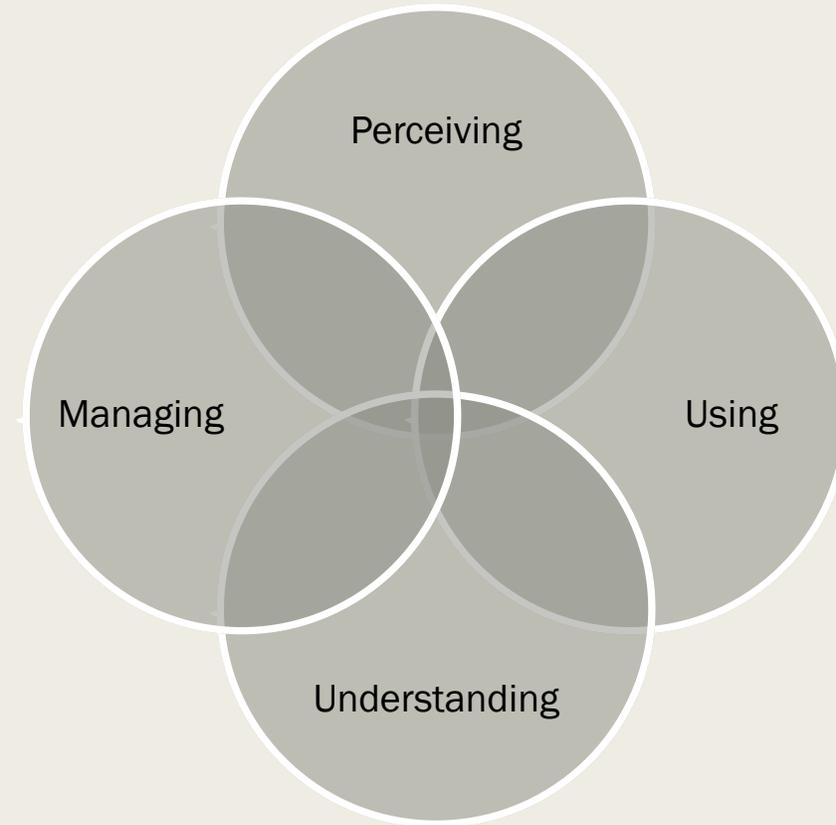


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# Basics of EI are:

- *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

## PERSONAL COMPETENCE

### SELF AWARENESS

- Emotional Self Awareness
- Accurate Self Assessment
- Self Confidence

### SELF MANAGEMENT

- Self Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Achievement Driven
- Initiative

## SOCIAL COMPETENCE

### SOCIAL AWARENESS

- Empathy
- Service Orientation
- Organizational Awareness

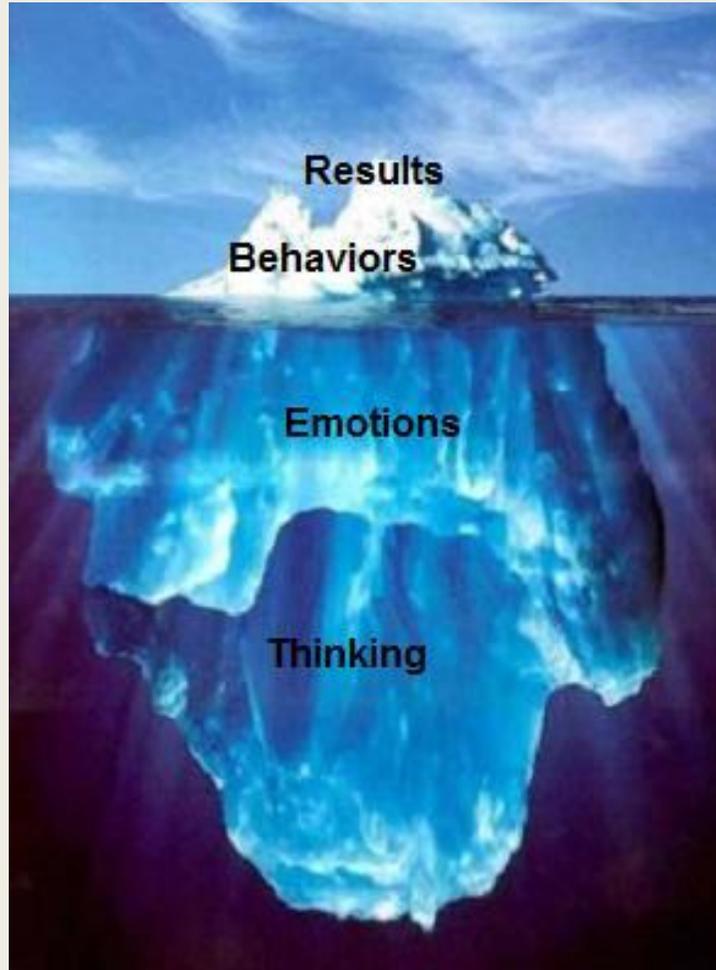
### RELATIONSHIP MANAGEMENT

- Developing Others
- Influence
- Communication
- Conflict Management
- Leadership
- Change Catalyst
- Building Bonds
- Teamwork and Collectivity

## Trait Emotional Intelligence Skills

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

# Feelings and Behaviors



# Behavior Examples

## Behaviors

- Clenched jaw
- Warm, easy going
- Open mouth, eyes wide
- Sneer and arrogant
- Head to side, leaning in
- Sigh, shut down
- Open, agreeable
- Heart beats, cool feeling
- Sluggish, blue acting

## Emotion

- Anger
- Content
- Surprise
- Contempt
- Interest
- Frustrated
- Happy
- Fear
- Sadness

# 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 you 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

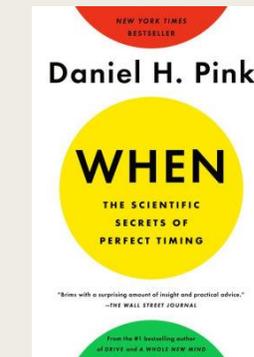
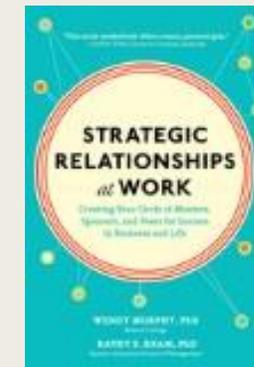
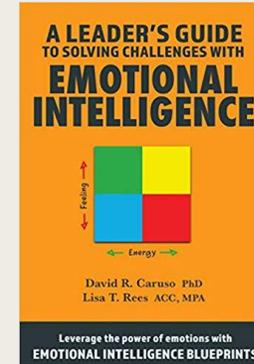
- Concerned with finding talent
- Create infrastructure
- Benefits for talent acquisition both ways



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THANKS!!!

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