

Tips for Innovative Meetings/Events (T.I.M.E.)

TOPIC: Emotional Intelligence

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Written and Published by Sue Tinnish, 847.394.9857, stinnish@ameritech.net

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WELCOME

The wonder and workings of cyberspace have resulted in several new referrals to our newsletter – for which I am very grateful. Welcome to our old and new subscribers.

We will never sell our subscriber list, so please forward this newsletter to your associates and colleagues! Your recommendations are key to our success. Or anyone can subscribe by sending an email to stinnish@ameritech.net.

This issue of T.I.M.E. talks about Emotional Intelligence.

How does Emotional Intelligence affect people's job performance?

What is the impact of Emotional Intelligence on the success of your meetings?

How does your EI impact your ability to advance in your own career?

Scroll down and learn....

TABLE OF CONTENTS

- 1) What's Up Doc?
 - 2) Increasing Your EI IQ
 - 3) Moving Up and Along with Emotional Intelligence
 - 4) Meeting Up with Emotional Intelligence
 - 5) Freebies: A short EI quiz
 - 6) T.I.M.E. Gone By
 - 7) Future T.I.M.E.
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1. WHAT'S UP DOC?

Imagine yourself in this scenario:

You go to the doctor with a seemingly mild complaint. After examining you, he comments that you will require additional tests. You ask, "What could it be." Without looking up he comments, "It could be nothing or it could be cancer."

What does the thought of cancer do to you? If I were the patient, it would send waves of terror through my body, an onslaught of catastrophic thoughts (“My Grandmother died of cancer.” “What will happen to my family after I die.”, etc.)

This doctor, a well-trained, intelligent human being lacks a good bedside manner or in other words he does not have a high Emotional Intelligence.

Doctors are not the only ones who need Emotional Intelligence.

2. INCREASING YOUR EI IQ

What is Emotional Intelligence?

Emotional Intelligence is "the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our primary relationships" as defined by Daniel Goleman. The formal study of emotional competency been considered for over 15 years starting with psychologist Reuven Bar-On and popularized with Goleman's publication of Emotional Intelligence in 1995.

Emotional Intelligence describes abilities distinct from, but complementary to, academic intelligence, the purely cognitive capacities measured by IQ.

There are 4 components of Emotional Intelligence:

- (1) **Knowing one's emotions.** Self-awareness or recognizing a feeling as it happens is the cornerstone of Emotional Intelligence.
 - (2) **Managing emotions.** Handling feeling so they are appropriate is an ability that builds on self-awareness.
 - (3) **Motivating oneself.** Marching emotions towards a goal is sectional for paying attention, for self-motivation and mastery and for creativity. Emotional self-control, delaying gratification and stifling impulsiveness underlies accomplishments of every sort.
 - (4) **Recognizing emotions in others.** Empathy, another ability that builds on emotional self-awareness is a fundamental “people skill”. People who are empathic are more attuned to the subtle social signals that indicate what others need or what. This make them better at callings such as
 - Sales
 - Management
 - Meeting Planning
 - Teaching
 - Handling relationships
-

3. MOVING UP AND ALONG WITH EMOTIONAL INTELLIGENCE

I know a story (doesn't everyone) about a highly intelligent, highly skilled executive who was promoted into a leadership position only to fail at the job. And I have seen someone with solid – but not extraordinary intellectual abilities and technical abilities - who was promoted and then soared.

The higher you go in the organization, the more important Emotional Intelligence is. Fortune 500 Corporations, government agencies and nonprofit organizations have independently concluded that Emotional Intelligence is critical to excellence in almost any job.

Human factors in the workplace are increasingly important as the pace of change and the knowledge explosion accelerate. Our work force is increasingly composed of “knowledge workers” people whose productivity is marked by adding value to information.

You are a knowledge worker.

As a knowledge worker, the skills that help people harmonize and work well together should become increasingly valued as a workplace asset in the years to come. Knowledge workers' productivity depends on their individual efforts being coordinated as part of an organizational team.

4. MEETING UP WITH EMOTIONAL INTELLIGENCE

The most rudimentary form of organizational teamwork is the meeting. Meetings – bodies in the same room – are an obvious example of shared work.

Whenever people come together to collaborate during a meeting, as a group they have a group IQ, the sum total of the talents and skills involved.

But the single most important element in groups is not the average IQ in an academic sense but in terms of Emotional Intelligence.

The key to a high group IQ is social harmony. It is this ability to harmonize that, all other things being equal, will make one group especially talented, productive and successful and another with members whose talent and skill are equal in other regards do poorly.

Business Week reported the experience of Cooperative Printing, a company where collaboration is key to their production processes. After a meeting with Emotional Intelligence training and a supporting role-play, the employees found a new sense of

empathy for their efforts at the company. CEO Dennis Hanson said the meeting created “..a feeling of we’re all in this together.”

Here are some practical tips for you, and for your next meeting or event:

- ❖ Think about Emotional Intelligence in planning team assignments, seating arrangements and work groups at meetings.
- ❖ Consider how an internal presenter will “play” for a group in terms of Emotional Intelligence – especially if the issue is controversial, difficult or emotional.
- ❖ Think about EI when addressing teambuilding needs.
- ❖ Use role-plays or simulations as a way for people to reflect on their behaviors (self-awareness is the first step).
- ❖ Think about EI when addressing motivational issues and prepping motivational speakers.
- ❖ In a group meeting, regulating emotion requires outlets for stress. If a meeting contains stressful elements, be certain to plan time for playing and having fun.
- ❖ To enhance Emotional Intelligence, organization must help people break old behavioral habits and establish new ones. This requires opportunities for training.
- ❖ Deliver feedback (especially personnel assessments with care).
- ❖ Focus on clear, management goals.
- ❖ Work at improving your own EI. (The steps: Desire to Change, Ability to Reflect, Replace Old Habits for New, and Practice Empathy.) The secret to strengthening empathy: “It boils down to practicing active listening skills.” says John Sosik, a management professor at Penn State University.

5. FREEBIES: EMOTIONAL INTELLIGENCE QUIZ

What’s your Emotional Intelligence? Here are 4 fun questions to consider to learn more about your own EI.

Question 1. You’re on an airplane that suddenly hits extremely bad turbulence and begins rocking from side to side. What do you do?

- a) Continue to read your book, or watch the movie, paying little attention to the turbulence.
- b) Become vigilant for an emergency, carefully watching the flight attendants and reading the emergency instructions care.
- c) A little of both A and B.
- d) Not sure – never noticed.

Question 2. Imagine you're a salesperson calling prospective clients. Fifteen people in a row have hung up on you and you're getting discouraged. What do you do?

- a) Call it a day and hope you have better luck tomorrow.
- b) Figure out what's wrong with you that is getting in the way of making a sale.
- c) Try something new in the next call, and keep plugging away.
- d) Consider another line of work.

Question 3. You are a leader in an association that encourages respect for racial and ethnic diversity. You overhear someone telling a racist joke. What do you do?

- a) Ignore it – it's only a joke.
- b) Speak up on the spot, saying that such jokes are inappropriate and will not be tolerated in your group.
- c) Suggest to the person telling the joke that he or she go through diversity training.

Question 4. You're trying to calm down a friend who has worked himself into a fury at a driver in another car who has cut dangerously close in front of him. What do you do?

- a) Tell him to forget it. It's no big deal.
- b) Put on one of his favorite CDs and try to distract him.
- c) Join him in putting down the other driver as a show of support.
- d) Tell him about a time when something like this happened to you and how mad you were – until you saw that the other driver was on the way to a hospital emergency room.

ANSWERS

Question 1. Anything but D. Choosing that answer reflects a lack of awareness of your normal response to a stressful situation.

Question 2. C. Optimism, another mark of emotional intelligence, leads people to see setbacks as challenges they can learn from, and to try new tactics rather than giving up, blaming themselves or getting demoralized.

Question 3. B. The most effective way to create an atmosphere that welcomes diversity is to make clear in public that your organization does not tolerate such expression.

Instead of trying to change prejudices (a much harder task), keep people from acting on them.

Question 4. D. One of the most effective ways to calm rage is to distract the angry person from the focus of the anger, empathize with his or her feelings and perspective, and suggest a less-anger provoking way of seeing the situation.

If you are interested in a more in-depth quiz on Emotional Intelligence (25 questions), please email for this additional freebie. Send an email to stinnish@ameritech.net with the words "Emotional Intelligence" in the subject line.

Questions taken from New York Times, May 10, 1999, Daniel Goleman.

6. T.I.M.E. GONE BY

Past issues of T.I.M.E. can be downloaded as a MS Word document. Here is an index of topics and "freebies" offered in the past:

May 2000: Teambuilding and (freebie) New York Times reprint and summary on why teambuilding programs miss the mark. [May](#)

June 2000: Green Meetings and (freebie) list of books that have 20-30 minute exercises for meetings and events. [June](#)

July 2000: American (Values) and (freebie) Meeting Analysis, a 1-page document that will outline the scope and needs analysis for your next meeting. [July](#)

August 2000: Minimum/Minimal Meetings and (freebie) Web Winners (web resources to make you and your meetings more productive). [August](#)

October 2000: Evaluations and (freebie) sample evaluation questions. [October](#)

November 2000: Politics and (freebie) on-line experiences. [November](#)

December 2000: Toys and (freebie) brainstorming ideas. [December](#)

January 2001: Sales, Award Presentations and (freebie) sales tips. [January](#)

February 2001: Change, Change Management and Communicating change and (freebie) Change Bombs (reasons change management fails). [February](#)

March 2001: Open Space Technology. [March](#)

April 2001: Adult Learning Styles and (freebie) Trade Show Timeline [April 2001](#)

May 2001: Trade Shows and (freebie) Trade Show timeline [May 2001](#)

7. FUTURE T.I.M.E.

If you are interested in learning more about Emotional Intelligence, please join Sue Tinnish at the Motivation Show on Thursday, October 11, 2001 as she presents: Looking into the Role of Emotional Intelligence. The seminar will address how traditionally, organizations have recognized their employees for their knowledge, technical skills, and ability to translate those skills into measurable (financial) performance. A growing number of organizations are now convinced that people's ability to understand and to manage their emotions improves their performance, collaboration with colleagues and interactions with customers and suppliers.

The seminar is offered from 12:30 – 1:30 p.m. at McCormick Place in Chicago, Illinois.

Sue will also be presenting two additional seminars at the Motivation Show. She would appreciate a friendly face in the audience so mark you calendars:

Wednesday, October 10, 2001 from 9:30 - 10:30 a.m.
100 Ways to Transform Your Meetings

And

Thursday, October 11, 2001 from 11:00 a.m. – 12:00 p.m.
Lights, Color, Sound & Action: Reaching a Jaded Audience

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