



What emoji  
best captures  
your mood  
right now?

“You can’t explain your feelings? How about using emojis?”



**What is Emotional Intelligence?**

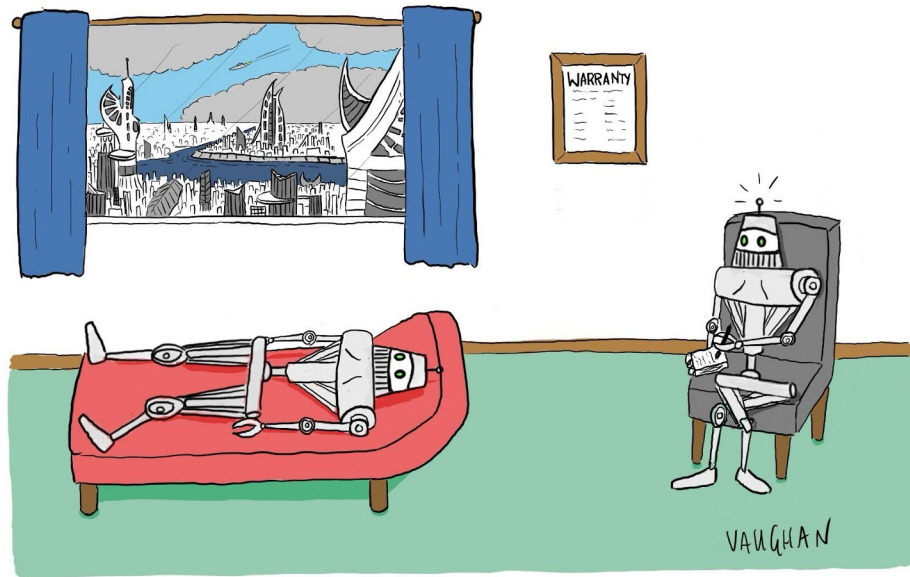
**Share in the chat...**



# What is Emotional Intelligence?

**Ability to recognize, understand,  
and manage emotions in  
ourselves and in others**





"Your feelings may be artificial, but that doesn't mean they're not real."

# Today

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- Emotional Intelligence Competencies
- Practices for Skill-building
- The problem with too much EI

**self-awareness**



**self-management**



**social-awareness**



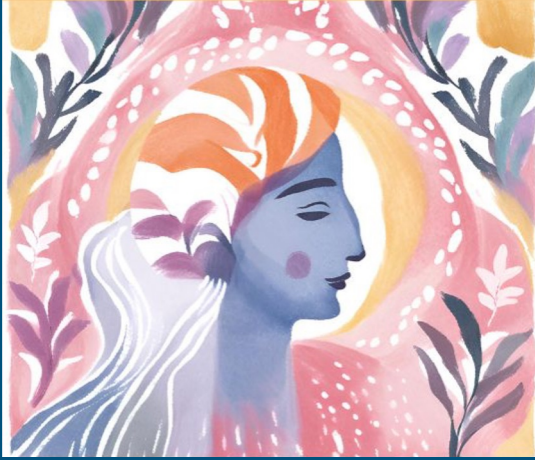
**relationship  
management**



**4 Emotional  
Intelligence  
Domains**

**12 Emotional  
Intelligence  
Competencies**

# self-awareness



## 1) Emotional self-awareness

- Understand, name, recognize your emotions
- Accurate self-assessment of strengths and limitations
- Self-confidence



## self-management



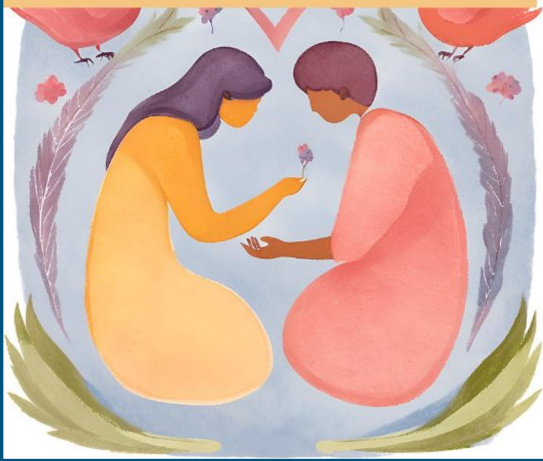
**2) Self-control**

**3) Adaptability**

**4) Achievement Orientation**

**5) Positive Outlook**

**social-awareness**



**6) Empathy**

**7) Organizational Awareness**

# relationship management



**8) Influence**

**9) Coach and Mentor**

**10) Conflict Management**

**11) Teamwork & Collaboration**

**12) Inspirational Leadership**

**self-awareness**



**self-management**



**social-awareness**



**relationship  
management**



**Poll:**

**Which domain do you  
need to develop to  
strengthen your  
performance even  
more?**

**self-awareness**



**self-management**



**social-awareness**



**relationship  
management**



**Discussion:**

**Which domain are you the best at?  
What is one idea you have for a best practice?**

**Share in the Padlet.**



# Emotional Intelligence is a Practice



# 3 Exercises to Boost your Emotional Intelligence... According to Research!



**Emma Seppälä**, PhD, is a faculty member at the Yale School of Management and the faculty director of their Women's Leadership Program. She is the bestselling author of *Sovereign: Reclaim Your Freedom, Energy, and Power in a Time of Distraction, Uncertainty, and Chaos* (2024) and *The Happiness Track* (2017), as well as the science director of Stanford University's Center for Compassion and Altruism Research and Education. Follow her work at [emmaseppala.com](http://emmaseppala.com) or on [Instagram](#).



## SOVEREIGN

Reclaim Your  
Freedom, Energy, and Power  
in a Time of  
Distraction, Uncertainty,  
and Chaos

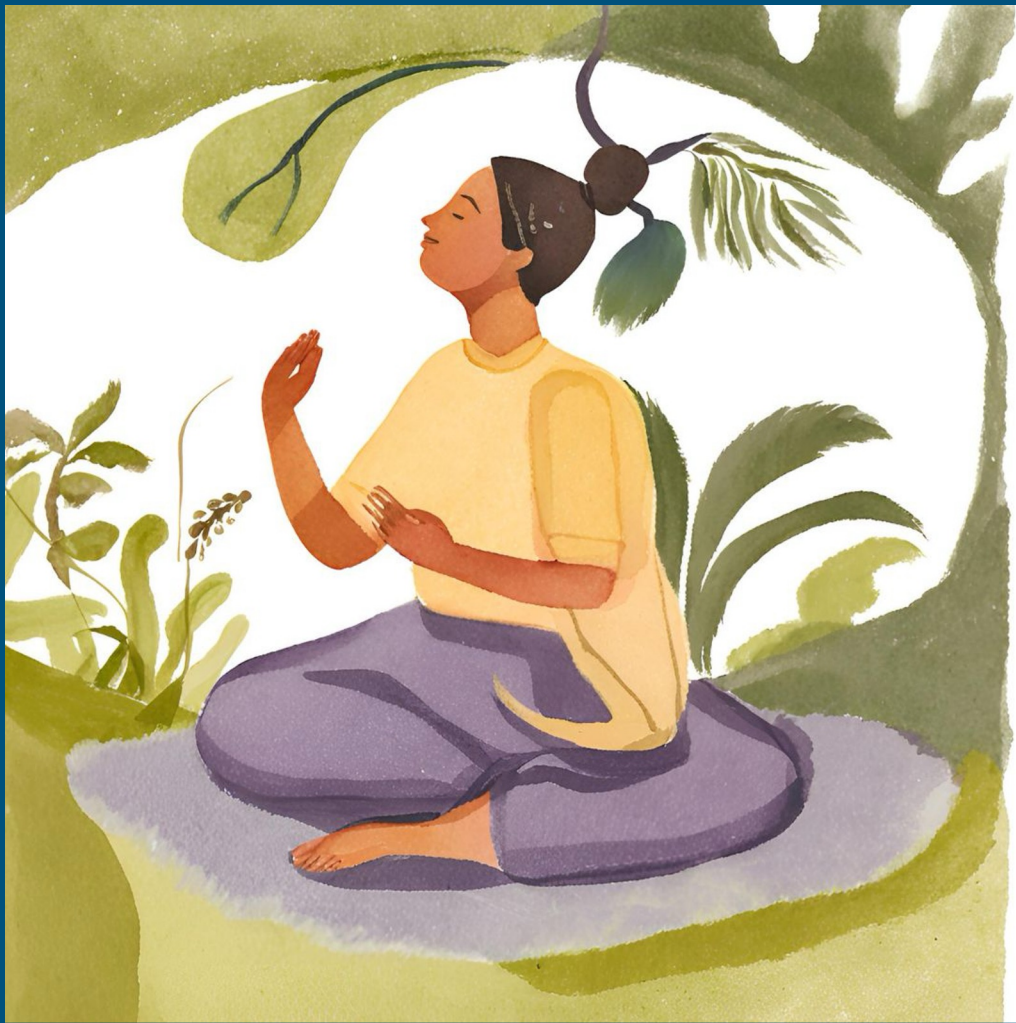
EMMA SEPPÄLÄ, Ph.D.  
Author of *The Happiness Track*



# 1. Tap into your self-awareness in 2 min

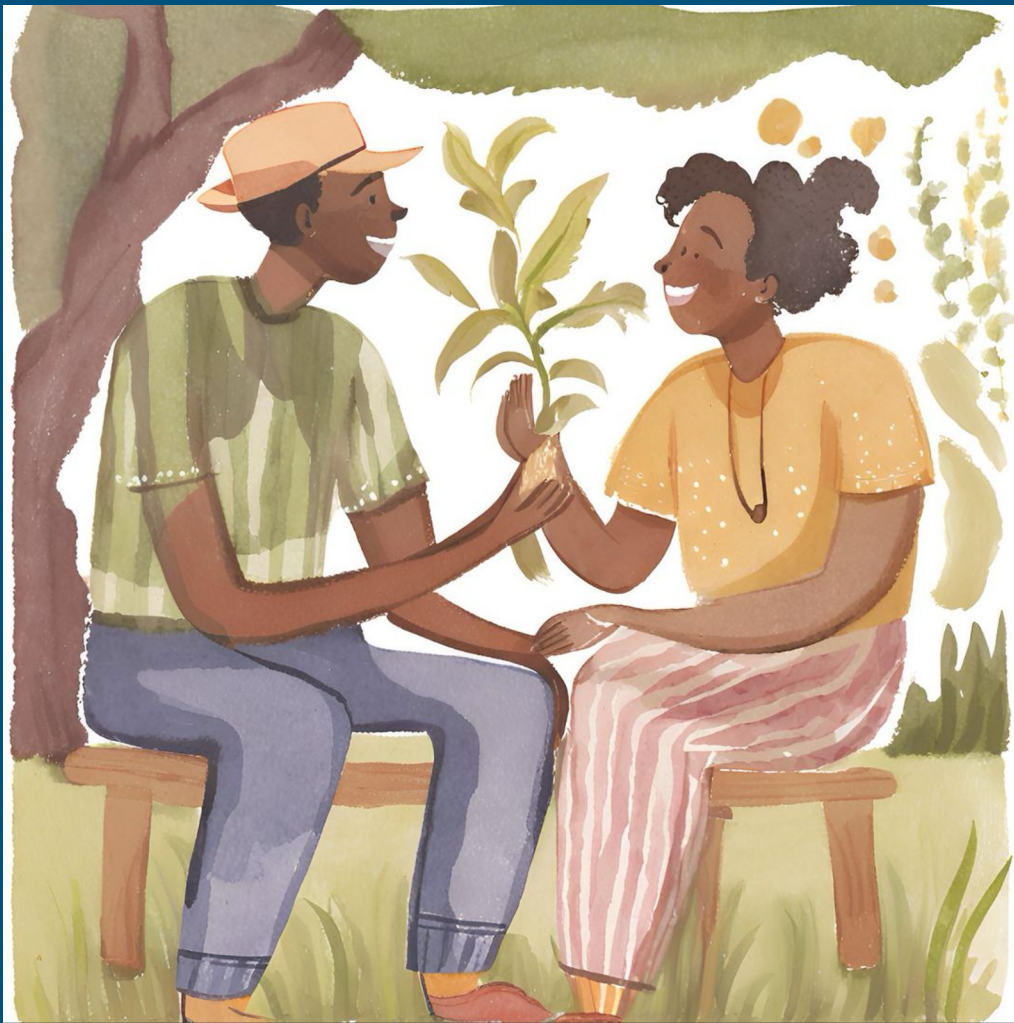
- Notice the state of your body.
- Take note of your thoughts and their “traffic level.”
- Notice your emotions.





## 2. Self-regulate with your breath

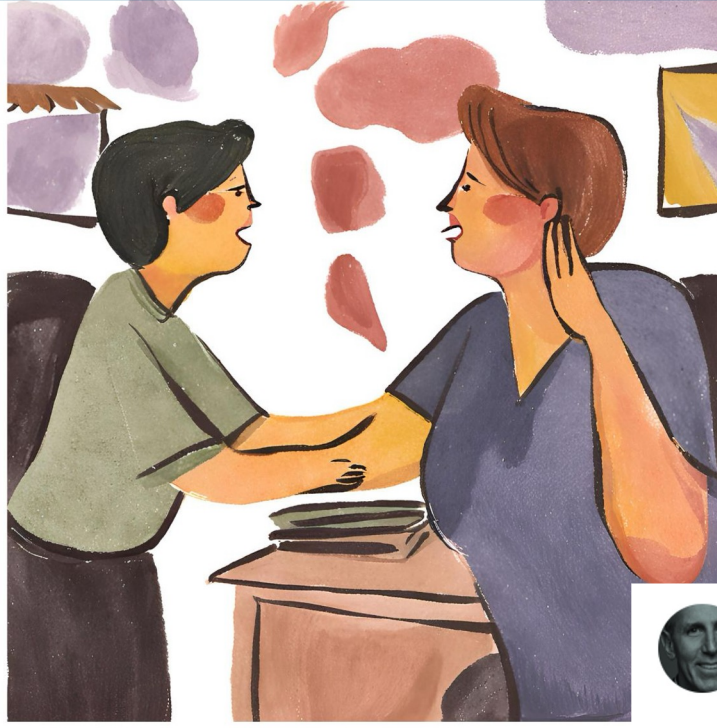
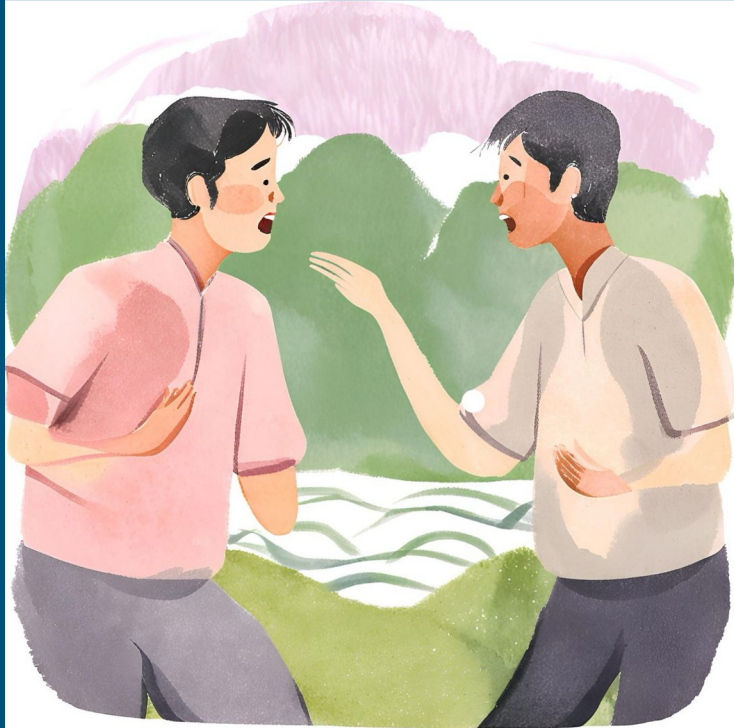
- Breathing exercises are one of the most effective and fastest ways to handle emotions in real time.
- Lengthen exhalations
- Breathe in count to 4
- Breathe out count to 8



### 3. Create small moments of joy

- Joy snacks!
- Find small moments to uplift others
- Research shows you won't just leave the other person feeling better; you'll feel better yourself.
- Authentic interactions

# How to deal with difficult people (Hint...it's about you!)



**Tony Schwartz** is the CEO of The Energy Project and the author of *The Way We're Working Isn't Working*. Become a fan of The Energy Project on [Facebook](#).

**We all use different lenses to filter reality.**



# Realistic Optimism

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Telling yourself the most hopeful and empowering story about a given circumstance without subverting the facts

– Sarah Schneider, University of S Florida

1. What are the facts?
2. What is the story you tell yourself?



# The Reverse Lens

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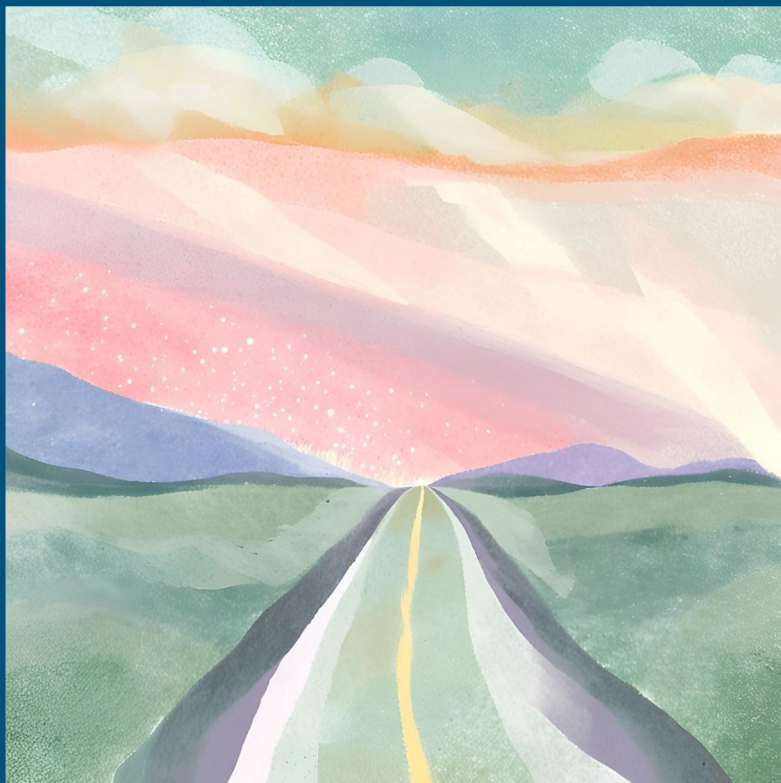
1. What is this person feeling and in what ways does it make sense?
2. Where's my responsibility in all this?

A watercolor illustration featuring two hands. The upper hand is painted in shades of orange and yellow, reaching down towards a heart. The lower hand is painted in shades of pink and red, holding the heart from below. The heart is white with a pattern of small, colorful flowers in yellow, orange, and red. The background consists of soft, blended washes of purple and green. The word "Empathy" is written in a white, cursive font across the bottom of the image.

Empathy

# The Long Lens

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# The Long Lens

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**How can I still learn and grow from this experience?**

**How will I feel a week from now? A month from now?**

# The downsides of “too much” Emotional Intelligence

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**Tomas Chamorro-Premuzic**, professor of business psychology at University College London and Columbia University

**Adam Yearsley**, Global Head of Talent Management at Red Bull

# An example...

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*Gemma is extremely caring and sensitive. She pays a great deal of attention to others' emotions and is kind and considerate. Gemma is also quite optimistic. She's usually upbeat and remains positive even in the face of bad news. Her colleagues love working with her because they see her as a beacon of calm. No matter how much stress and pressure there is at work, Gemma is enthusiastic and never loses her cool...*

Who wouldn't want to hire Gemma? Is higher EI always beneficial?

# Lower levels of creativity and innovation

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- Personality psychology research – negative correlation between EI and traits that are associated with creativity & innovation.
- Driven, ambitious, hostile, impulsive, nonconformism

# Difficulty Giving & Receiving Feedback

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- Interpersonal sensitivity and empathic concern may make it **hard to deliver critical or negative feedback** to others.
- Focused on getting along vs getting ahead.
- Difficult to make hard, unpopular decisions.

# Aversion to Risk

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- High Emotional Intelligence → High levels of conscientiousness
- High Emotional Intelligence → Greater self-control
- Extreme: counterproductive perfectionism & risk avoidance

# Balance

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We also need the  
nonconformist &  
unconventional,  
the lower EQ folks!



**Thank you!**



