

Emotional Intelligence (EQ)

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"Law is human interaction in emotionally evocative climates. Any lawyer who can understand what emotions are present and why is at a tremendous advantage."

Peter Salovey, President of Yale College and original Yale researcher on emotional intelligence

This article shares a very successful CPD presentation made by Louise Page on World Mental Health Day, 9 October 2012,

How would you like to use yourself effectively to get the most out of your relationships, career, ...life? Developing your Emotional Intelligence may be just what you're looking for:

Three areas of intelligence have become apparent:

- **Abstract Intelligence: the ability to understand and manipulate with verbal and mathematical tools (traditional IQ)**
 - Example: Albert Einstein
- **Concrete Intelligence: the ability to understand and manipulate objects and shapes**
 - Example: Shane Warne
- **Social Intelligence: The ability**

to understand and relate to people.

- Example: Princess Diana

Key Traits of the Emotionally Intelligent

- Successfully manage difficult situations
- Express themselves clearly
- Gain respect from others
- Influence other people
- Entice other people to help them out
- Keep cool under pressure
- Recognise their emotional reactions to people or situations
- Know how to say the "right" thing to get the right result
- Manage themselves effectively when negotiating
- Motivate themselves to get things done

The Benefits?

EQ may also have a protective effect: Research from the University of NSW theorises that lawyers with lower rates of neuroticism (balance) and higher levels of emotional intelligence may have greater capacity to cope with, or refuse, unreasonable demands to work long hours to meet billing targets. This same research found that there was a 'very relevant' correlation with satisfaction levels ($P < .005$), as lawyers who showed high emotional intelligence also reported higher levels of satisfaction at work.

Who do you know that seems to have high EQ?

You might be able to think of people in your life or whom you know of who appear to have high EQ. Take a moment to think about what it is that encourages you in this view... What they say, what they do, how they react, their tone, body language,

facial expressions.

Workplaces have recognised the value to the bottom line of EQ

- Ninety percent of top performers across industries have high EQ, whereas only 20 percent of low performers do.
- Insurance agents who score high on EQ tests sell twice as much in policy premiums as agents who score lower.
- Managers at American Express Financial Advisors who complete an emotions training program achieve significantly higher rates of growth in funds under their management than do their untrained peers.
- Those who raise their EQ are roughly 25 percent more productive than before.

(American Bar Publication, articles_v33_is5_an22)

Better Judgment and Higher Productivity

- EQ arguably accounts for as much as 80 percent of an individual's workplace success, more than raw intelligence and expertise combined.
- EQ can also help lawyers quickly make accurate assessments. We feel before we think, and that feeling can be powerfully insightful, if it is accessible.

A study involving a card game with four decks, two rigged to produce bad results, illustrates this beautifully. Most people take an average of 50 card tricks to identify the unlucky decks and 80 tricks before they can articulate that. However, it is clear from the participants' pulse and perspiration rates that they emotionally identify the problematic decks by the 10th card, 40 cards before their intellect does. The conclusion we can draw from this is that limited

access to emotional data can leave lawyers out of touch with important information.

The good news is that emotional intelligence can be learned

Daniel Goldman is well known for his research and books in this area, you can see him speak about EQ and social intelligence on You Tube:

http://www.youtube.com/watch?v=nZskNGdP_zM– Social Intelligence Video

So, how to raise your EQ?

- EQ is not learned in the standard intellectual way; it must be learned and understood on an emotional level
- We can't simply read about emotional intelligence or master it through memorisation
- In order to learn about EQ in a way that produces change, we need to engage the emotional part of our brain in ways that connect us to others
- Understanding is the first step, but the development of EQ depends on sensory, non-verbal learning and real-life practice
- This learning is based on what we see, hear and feel

Don't think so fast

With the publication of *Blink: The Power of Thinking Without Thinking* in 2005, anatomist Malcolm Gladwell talked about understanding intuitive judgment. Rather than treating intuition as a gut reaction, Gladwell proposes that we view intuition more like rapid-fire cognition. *Thinking* is there but only that unique, unconscious thinking that can occur in the "blink of an eye". And you can probably identify with that 'feeling' about something or someone; however, this is a tool we

need to combine with other tools...

Another take on intuitive judgment is Nobel Prize Winning Economist Daniel Kahneman's new work *Thinking, Fast and Slow*. The book brings together research helping us understand how humans make choices when faced with uncertainty. Kahneman's book can be summed up with a single sobering rejoinder: don't think so fast.

Learning the Dance of EQ...

- **It's about self-awareness; not self-obsession**
- **It's managing feelings so that they are expressed appropriately; it is not suppressing emotions or letting it all hang out**
- **It's being aware of other's feelings and demonstrating empathy; it is not being sympathetic so that you are overwhelmed by others' feelings or lose your judgment**
- **It's handling relationships; it is not being nice. EQ can mean confronting someone with an uncomfortable truth**
- **Is not an exact science and one of its prerequisites is to be able to cope with ambiguity**

EQ is that ability to step back; to be able to remain objective but listening and attentive; it is a skill that can be learned.....

Skill 1 – Rapidly Reduce Stress

The effect of stress on the brain can be motivating at some levels and harmful at high levels. Our brains ability to think rationally goes out the window at high levels of stress.

Pick up triggers of stress for you, learn your signs of stress and learn how to rapidly calm yourself down.

- This helps you stay balanced, focused and in control no matter what challenges you are faced with

Skill 2 – Develop Self-Awareness

- Self-awareness is the ability to recognise your own emotions and how they affect your thoughts and behaviour
- In order to reconnect to core emotions it is about accepting them and getting comfortable with them

Skill 3 - Self Management

- This is the ability to control impulsive feelings and behaviours
- It's about managing your emotions in healthy ways
- It's about taking initiative and following through on commitments
- It's about adapting to changing circumstances

Watch this cute YouTube video of a popular test – several kids wrestle with waiting to eat a marshmallow in hopes of a bigger prize. This video is a good illustration of temptation and the hope in future rewards.

<http://www.youtube.com/watch?v=C2WQ9bOsIM8>

Skill 4 – Non-verbal Communication

How much of our communication is non-verbal...? MOST! That means we can say one thing, “you look nice”, and completely change the meaning with our non verbals... And it is then interpreted completely differently by others.

- Being a good communicator is much more than just verbal skills
- Often what we say is less important than the non-verbal signals we send out
- We need to be aware of our own non-verbal cues and be able to accurately read and respond to the non-verbal cues that other people send us
- Our non-verbal messages will produce a sense of interest,

trust, excitement, and desire for connection – or the opposite if we are not careful

- We need to pay attention to:
 - Eye contact
 - Facial expression
 - Tone of voice
 - Posture and gesture
 - Touch

Skill 5 – Use humour, and play, to deal with challenges

- Humour, laughter and play are natural antidotes to life's difficulties
- A good hearty laugh reduces stress, elevates mood and brings our nervous system back into balance
- Playful communication broadens our emotional intelligence and helps us:
 - Take hardships in our stride
 - Smooth over differences
 - Relax and energise
 - Become more creative

Watch Will Smith in action in the movie, “Pursuit of Happyness”

http://www.youtube.com/watch?feature=player_detailpage&v=qbcj2WM7mNs

Skill 6 – Resolve Conflict Positively

We all probably know conflict and disagreements are inevitable in relationships.

- Two people can't possibly have the same needs, opinions and expectations all of the time – and that needn't be a bad thing!
- Resolving conflict can help people to strengthen trust
- Once you have developed the first five skills, you will be better equipped to manage emotionally charged or conflict laden situations before they escalate
- To resolve conflict:

- Stay focused on the present
- Choose your arguments
- Forgive
- End conflicts that can't be resolved; agree to disagree

Self vs Other

Why aren't we all good Samaritans, and more compassionate? An experiment was conducted at Princeton with clergy in training. A portion was asked to prepare and deliver a sermon on the Good Samaritan and others were given various topics from the Bible to preach on and were asked to deliver these at a separate location. The experiment set up a person in obvious pain en route to the presentation. What do you think was a predictor of people stopping to help?

Interestingly, what was preached was not a predictor of showing compassion and helping behaviour; in fact it was those taking part's perception of the amount of time they had, i.e. how rushed they were that dictated if they stopped to help or not. It appears that when preoccupied with ourselves, we won't notice others. It's about allowing ourselves time, and then, as humans, we are far more likely to empathise and show compassion.

(J. M. Darley and C. D. Batson, <http://www.aug.edu/sociology/Jerusalem.htm>)

Over to YOU: Practice EQ in real life

- Now it's time to experiment with your EQ
- Try to emulate your role-models
- Practice the six key skills for EQ (regularly) ●

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