

The background is a dark blue gradient. In the upper right corner, there are several interlocking gears of varying sizes, colored in a dark red or maroon hue. A horizontal bar with a dark grey background is centered across the middle of the slide. To the left of this bar is a solid orange rectangle, and to the right is a solid purple rectangle. The main title is written in large, bold, white sans-serif font on the dark grey bar.

# Introduction to Emotional Intelligence

Arizona Supreme Court  
April 29<sup>th</sup>, 2021

# Reminder

- This class is not a substitute, nor a replacement for, the advice of a medical or mental health professional.
- This class is meant for informational purposes only, and cannot be used to diagnose or treat any health issues.

# Objectives

- Review the theory behind emotional intelligence.
- Examine and practice techniques within different categories of emotional intelligence.
- Explore potential uses (and misuses) of emotional intelligence.

# Two Intuitions

- 1) Emotions happen to us.
  - 2) We can control our emotions.
- At a basic level, these two statements appear to be at odds.



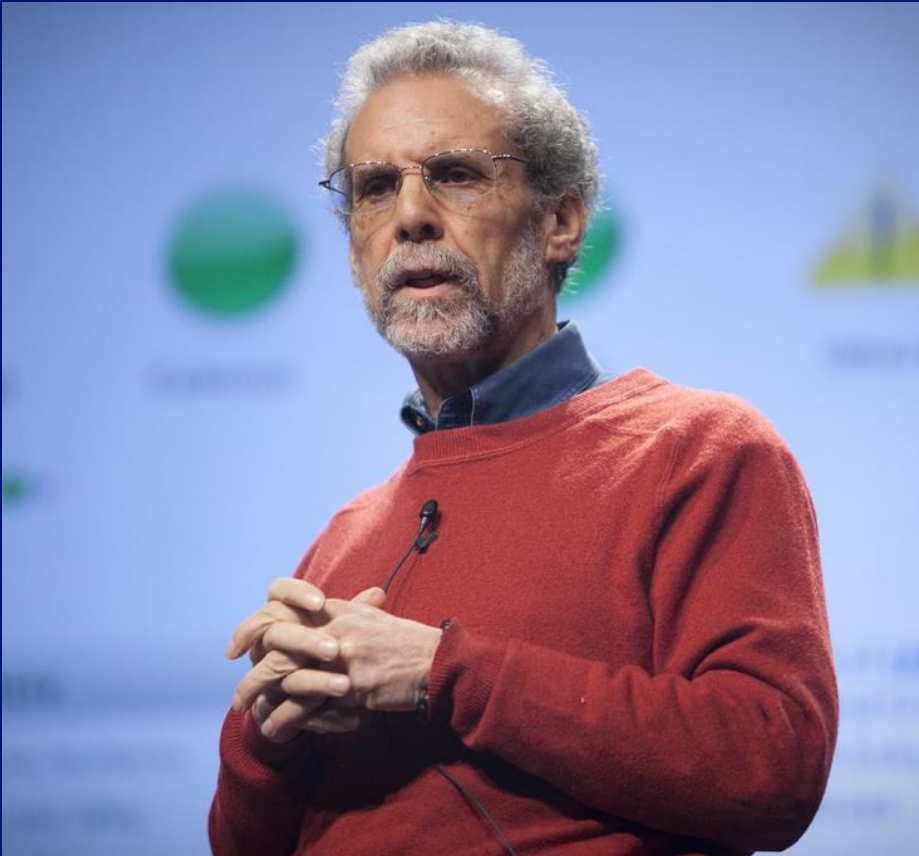
# Do Emotions Just “Happen”?

- No.
- *“... your brain does not react to the world. Using past experience, your brain predicts and constructs your experience of the world.”*

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# What is Emotional Intelligence?

# Daniel Goleman



- Popularized the term “emotional intelligence” with his 1995 bestseller of the same name.

# Goleman's Framework

- There are many proposed models for emotional intelligence.
  - traits, skills, etc.
- Goleman's model is called a "mixed model"
  - Neither completely innate nor completely learned.

# Goleman's Framework

- Four categories (or competencies)
  - Self awareness
  - Self management
  - Social awareness
  - Social management



# Self Awareness

The ability to recognize your emotions and their impact.

# Self Awareness

- The “cornerstone” of emotional intelligence.
- Self aware individuals are...
  - better equipped to address their emotions in a productive way.
  - more open to discussing and altering their emotional responses

# Emotional Granularity

- The ability to differentiate between specific emotions.
- As a type of self awareness, practicing emotional granularity is thought by researchers to improve self-understanding, and assist in dealing with new situations or challenges.

# Practicing Emotional Granularity

- Example:
  - Are you mad, or are you...
    - Irate?
    - Irritated?
    - Indignant?
    - Incensed?

# Activity

- You can create granular emotions using your own experience and vocabulary.
- Create your own granular emotion as I read some examples, and share those examples in the chat.

# Activity

“Emotions, in my experience, aren't covered by single words ... I'd like to have at my disposal complicated hybrid emotions, like ... "the hatred of mirrors that begins in middle age." I'd like to have a word for "the sadness inspired by failing restaurants" as well as for "the excitement of getting a room with a minibar." I've never had the right words to describe my life, and now that I'm telling my story, I need them more than ever.”

- Jeffrey Eugenides



# Self Regulation

The ability to control your emotions and behavior, and adapt to changing circumstances.

# Self Regulation

- Self regulation is a way to put into practice the intellectual work done through self awareness.
- One aspect of self-regulation is called interoception:
  - cognitive awareness of what is going on inside your body
  - as opposed to **perception**, which is focused on what is going on in the world, outside your body



# Self Regulation

- *“...your brain is wired so that if you change the ingredients that your brain uses to make emotion, then you can transform your emotional life.”*
- In addition to interoception, self regulation includes awareness of external stimuli that activate our emotions in a certain way (people, events, etc.)



# Break

A brief period to deal with various interoceptions perceived in the last 40 minutes.



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# Social Awareness

the ability to sense,  
understand, and react to the  
emotions of others and to  
feel comfortable socially

# Social Awareness

- This builds on the previous two concepts:
  - Self awareness give us the intellectual tools to understand emotions in others.
  - Self regulation gives us the practical tools to respond appropriately in changing social settings.

# Social Awareness

- Example:
  - What word best describes your response when you see someone in distress?
    - Sympathy?
    - Empathy?
    - Compassion?

# Social Awareness

- Sympathy: feeling of care and concern related to someone else's emotions
- Empathy: ability to recognize and share someone else's emotions
- Compassion: ability to recognize someone else's emotions, and an actionable desire to see someone better off or happier

# Activity

- At various times in our careers at the Court, we have encountered people in distress.
- Sometimes, our desire to help does not go away once we have completed our duties as a Court professional.
- Write in chat about situations where this happened, and how you decided on the appropriate emotional response (sympathy, empathy, compassion, something else).

# Social Awareness

- Sympathy: feeling of care and concern related to someone else's emotions
- Empathy: ability to recognize and share someone else's emotions
- Compassion: ability to recognize someone else's emotions, and an actionable desire to see them better off or happier

# Social Awareness

- Your responses are direct evidence of social awareness in action:
  - Understanding your personal emotional response
  - Taking the perspective of another person
  - Determining the best course of action



# Social Management

the ability to inspire, influence,  
and connect to others, and to  
manage conflict

# Social Management

- As with previous competencies, it is difficult to achieve social management skills without developing the other competencies
  - It is difficult to inspire or influence others without understanding your own emotional life.
  - It does not seem possible to connect with others or manage conflict without an ability to discern the emotions of others and make accurate judgment calls.

# Activity

- List in the chat some of the social relationships that you manage regularly, or those that you hope to recover post-pandemic.

# Social Management

- Researcher Tasha Eurich noticed that our social relationships often cause us to withdraw and become more emotionally unavailable.
- She has three pieces of advice for how to break out of negative social management cycles.



# Social Management

- 1) Make the decision that you want to know the truth.
  - Here, Eurich is talking about the truth about one's self.
  - She notes that most people are reasonably self-aware, and competent at self-management.
  - However, they never choose to go any further in developing their emotional intelligence.

# Social Management

## 2) Ask for feedback.

- Eurich believes that the primary reason we don't go past #1 is a fear of criticism.
- We are inherently defensive about our emotional intelligence, because we mostly learned by ourselves.
- But having the courage to a) seek out trusted people, b) ask good questions, and c) appreciate the positives and negatives of their responses is quite valuable.

# Social Management

3) Ask *WHAT* questions, not *WHY* questions.

- The *WHY* questions we often ask are backward-looking, and can place us in a rut of negative thinking.
- The *WHAT* questions that Eurich recommends are forward-looking, and help us make productive use of our emotions and experiences.



# Emotional Intelligence Traps

# Buzzwords

- The field of emotional intelligence is still emerging, and there are a lot of concepts to think through and evaluate.
- Sometimes, media and pop culture fixate on elements of emotional intelligence, as though one emotion or technique is all there is.

# Empathy

**Microsoft CEO in Lincoln: Empathy paves the way for innovation**

**Empathy Can Save the World - We Just Have to Let It**

**'A' Is for Empathy**

# Empathy

- Psychologist Paul Bloom likens empathy to a spotlight.
  - The ability to recognize and share someone else's emotions is like fixing a steady beam of light on that person.
  - This can be helpful in certain situations ...
    - Ex: Helping a loved one through a difficult time.

# Empathy

- ... but it also has drawbacks.
  - Empathy take a large amount of attention, care, and energy.
    - Our spotlight may burn out.
  - In choosing to focus on one person, we may ignore others in need.
    - Every spotlight creates a shadow.

# Mindfulness

*The Latest in Military  
Strategy: Mindfulness*

**Mindfulness Is For Everyone**

The preferred meditation apps

# Mindfulness

- Mindfulness as a psychological state is focusing one's awareness on the present moment
  - Can be achieved through meditation, but also through normal reflection or thinking.
- However, it has recently been co-opted as a main component of the new “mental hygiene” movement.
  - This focuses solely on the purported stress & anxiety relieving properties of mindfulness activities.

# Mindfulness

- But mindfulness is not just a “cheat code” to peace and contentment.
  - Without any guidance or practice, random bouts of deep reflection can seem suffocating or troubling.
  - British researchers in 2014 found a quarter of mindfulness study participants had “troubling” episodes.

# Empathy and Mindfulness

- Both of these should be considered elements of your growing emotional adaptive toolkit.
  - But tools are only effective when used for the right job, in the right context.



# Final Thoughts

# Two Intuitions

- 1) Emotions happen to us.
- 2) We can control our emotions.

# Two Intuitions, Revised

~~1) Emotions happen to us.~~

1a) Emotions are predictions based on our interpretation of life experiences.

# Two Intuitions, Revised

~~1) Emotions happen to us.~~

1a) Emotions are predictions based on our interpretation of life experiences.

~~2) We can control our emotions.~~

2a) With careful practice, people can exercise a significant amount of control over their emotions.

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