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The Nature of Emotional Intelligence
The Nature of Emotional Intelligence

- High IQ does not directly correlate with EQ.
  - Success does not depend on IQ alone
- Intelligence is not mono dimensional:
  - Interpersonal intelligence
  - Intrapersonal intelligence
Emotional Intelligence: John Mayer

- **Self awareness**
  - Recognizing a feeling as it happens
- **Managing emotions**
  - Handling feelings so they are appropriate
- **Motivating oneself**
  - Managing emotions in the service of a goal
- **Recognizing emotions in others**
  - Empathy
- **Handling relationships**
  - Managing emotions in others
Self Awareness

Negative behavior awareness does not mean it will be changed.

Some people are:

› Not being aware at the moment it occurs
› Aware but unable to “escape”
› Aware but do not want to change
Managing Emotions

• The ratio of positive and negative emotions determines our sense of well-being.
• We may not control when or what emotion will be but we can control how long an emotion will last.
  – Try to find ways to shorten negative emotions
• The intensity of an emotion can impair us from being able to control it.
  – Rage is a good example of such emotion
Managing Emotions: Anger Management

- Challenge the thoughts that triggers the anger.
  - Is it justified?
- The earlier in the anger cycle you intervene the better.
  - Are there any mitigating factors to explain the behavior that triggered the anger?
- Anger Diffusion:
  - Use distraction techniques
Managing Emotions: Anxiety

- Low-grade emotional high jacking.
- Coping strategies:
  - Early self awareness
    - Identify usual triggers
  - Apply relaxation methods
  - Question the validity of your reason(s) to worry.
  - Consider medication if severe.
- Phobia
- Obsessive Compulsive Disorder
- Panic disorder
Managing Emotions: Melancholy

- More common in women
- Management strategies:
  - Question the validity of the cause
  - Distract yourself
  - Increase activities that can shift your mood
    - Exercise
    - Help others
    - Set easy goal oriented activities.
    - Cognitive reframing
      » Peer groups
Motivating Oneself

- Anticipation of a disturbing emotion and preparing to minimize its impact is a good strategy.
  - Preparing well for a speech, exam, etc.
- Enhancing the generation of good emotions helps in generating solutions.
  - Be optimistic, hopeful
- Optimism:
  - When failure is perceived as a reversible event.
Motivating Oneself

- Excellence:
  - A stage of self-forgetfullness
  - A “flow”
  - The motivation to get better is enhanced when the task is balanced to avoid boredom or anxiety.
Recognizing Emotions in Others: Empathy

- Alexthymia: Usually do not have self-awareness of their emotions.
  - Are surprised of other people’s emotions
- Need to be good body language readers
  - Tone of voice, facial expression, etc
- Women better than men.
- Empathy is a motor mimicry.
  - Attunement
    - Critical element starting since infancy
Humans need to develop “social competency”.

- Display rules adjusted to reduce or enhance the impact (acting)
  - Minimizing
  - Exaggerating
  - Substituting

Emotions are contagious

- Affect the people we are with.
- Coordination of moods is the essence of rapport.
Handling Relationships

- Interpersonal Intelligence:
  - Critical that these four are in balance.
    - Organizational groups
      - Leadership
    - Negotiating solutions
      - Diplomacy
    - Personal connection
      - Easy to get along with people
    - Social analysis
      - Therapist
Handling Relationships

- **Social Incompetence**
  - When emotions displayed are asynchronous

- **Social Ineptitude**
  - Poor timing at integrating in a group
Summary

- Emotional Intelligence is a separate but essential complementary component of our mental capacity.
- It is often underestimated by individuals to the detriment of their capacity to succeed in our current society.
- Recognition and management of EI has become a need in order to move up to the next level of interpersonal interaction.
End