

EMOTIONAL INTELLIGENCE AND BLIND SPOTS

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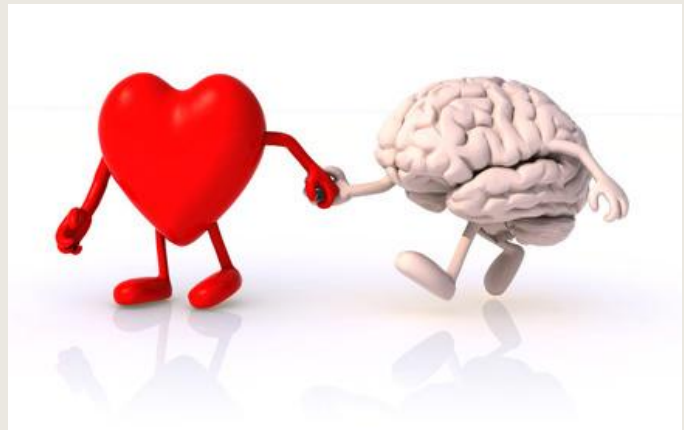


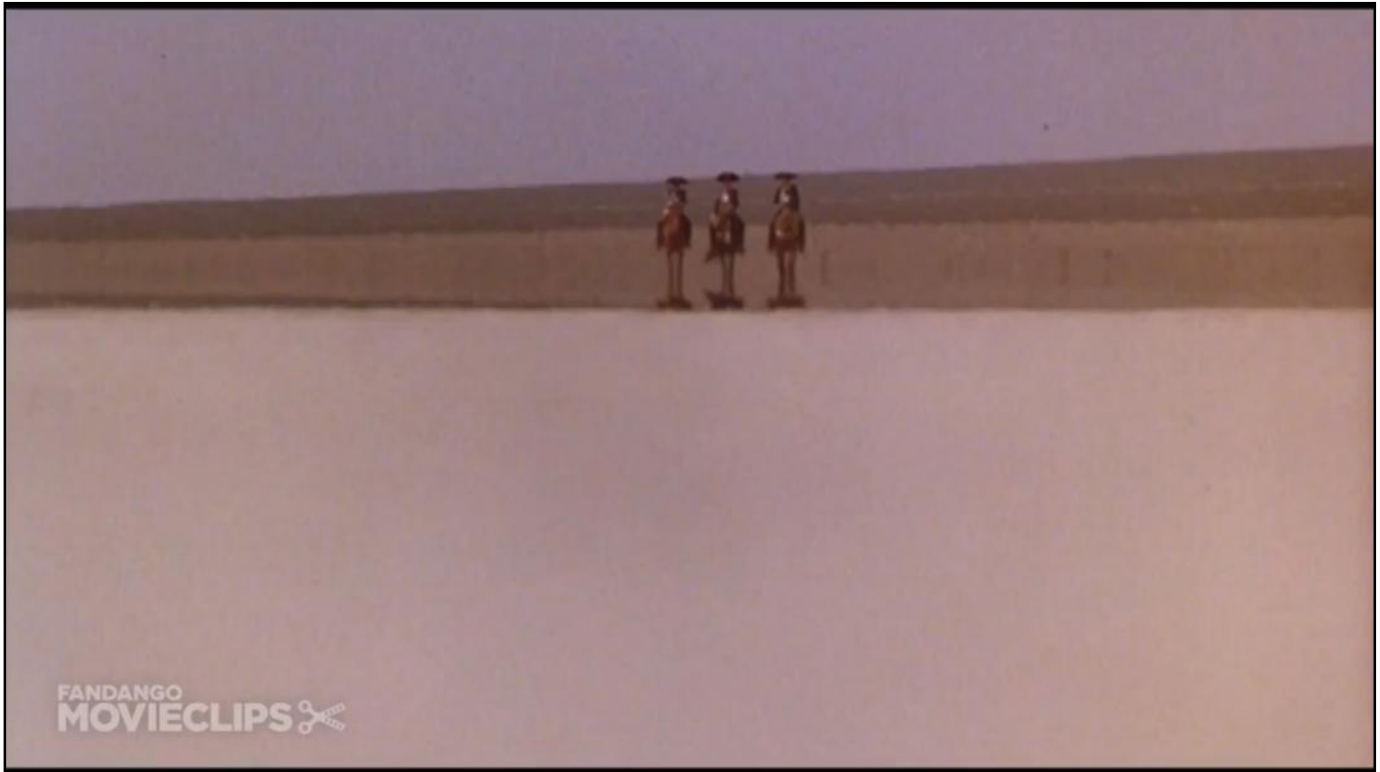
EMOTIONAL INTELLIGENCE (EQ)

What is it?

Why do I want it?

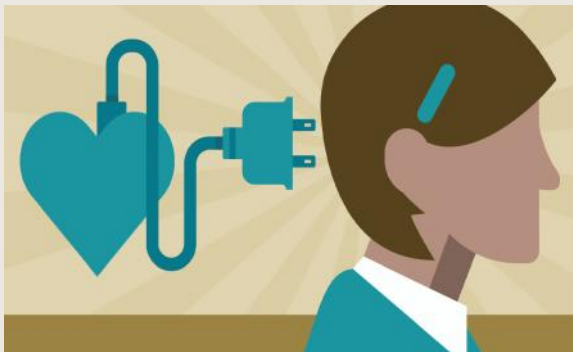
How do I increase it?





EMOTIONAL INTELLIGENCE

What is it?



Emotional intelligence is the **ability to identify and manage your own emotions and the emotions of others**. It is generally said to include three skills: **emotional awareness**; the **ability to harness emotions and apply them to tasks** like thinking and problem solving; and the **ability to manage emotions**, which includes regulating your own emotions and cheering up or calming down other people.

-PSYCHOLOGY TODAY

EMOTIONAL INTELLIGENCE

What is it?

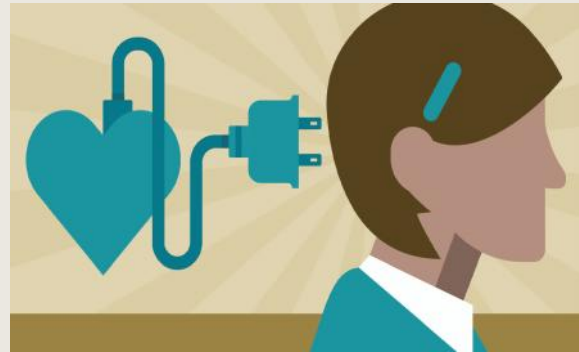
We define EQ as the ability to:

Recognize, understand and

manage our own emotions.

Recognize, understand and

influence the emotions of others.



-INSTITUTE FOR HEALTH AND HUMAN POTENTIAL

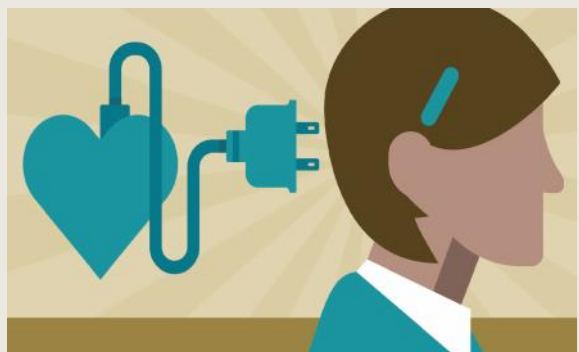
ONSITE

EMOTIONAL INTELLIGENCE

What is it?

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

-GOOGLE



ONSITE

EMOTIONAL INTELLIGENCE

What is it?

Emotional Intelligence includes the ability to engage in sophisticated information processing about one's own and others' emotions **and the ability to use** this information as a guide to thinking and behavior. That is, **individuals high in emotional intelligence pay attention to, use, understand, and manage emotions**, and these skills serve adaptive functions that potentially **benefit themselves and others**.

-Peter Salovey of Yale University and John D. Mayer
of the University of New Hampshire



Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation		Conflict management
	Positive outlook	Organizational awareness	Teamwork
			Inspirational leadership



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**“Yes, I think I have good people skills.
What kind of idiot question is that?”**



EMOTIONAL INTELLIGENCE

Doctors

- Most doctors **interrupt the patient within first 7 seconds.**
- Instead, if they will listen without interrupting and show genuine attention, people get out of their office faster.

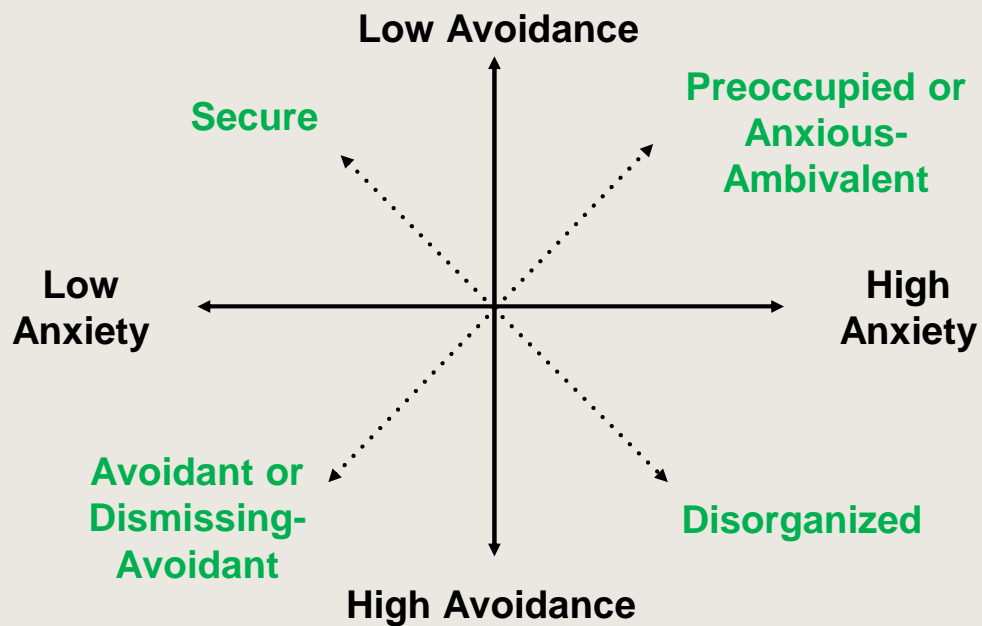
Lawyers

- #1 client complaint—**failure to communicate with their clients.**
- More specifically, the simple failure to return phone calls leads to these complaints.

EMOTIONAL INTELLIGENCE

What is it?

- Influence by attachment theory

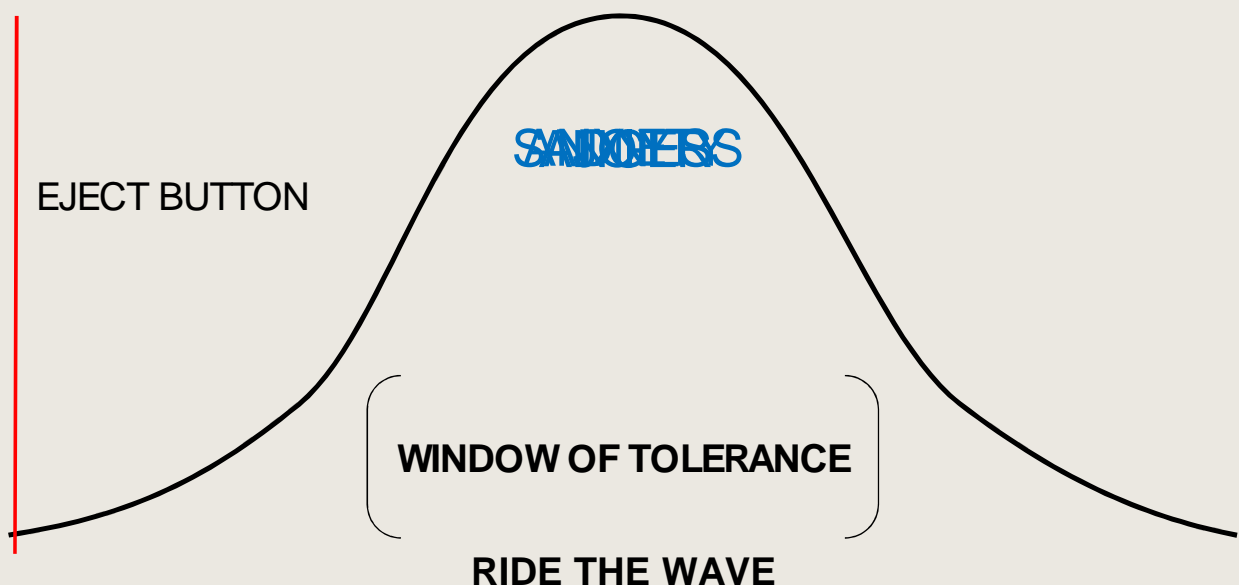


EMOTIONAL INTELLIGENCE

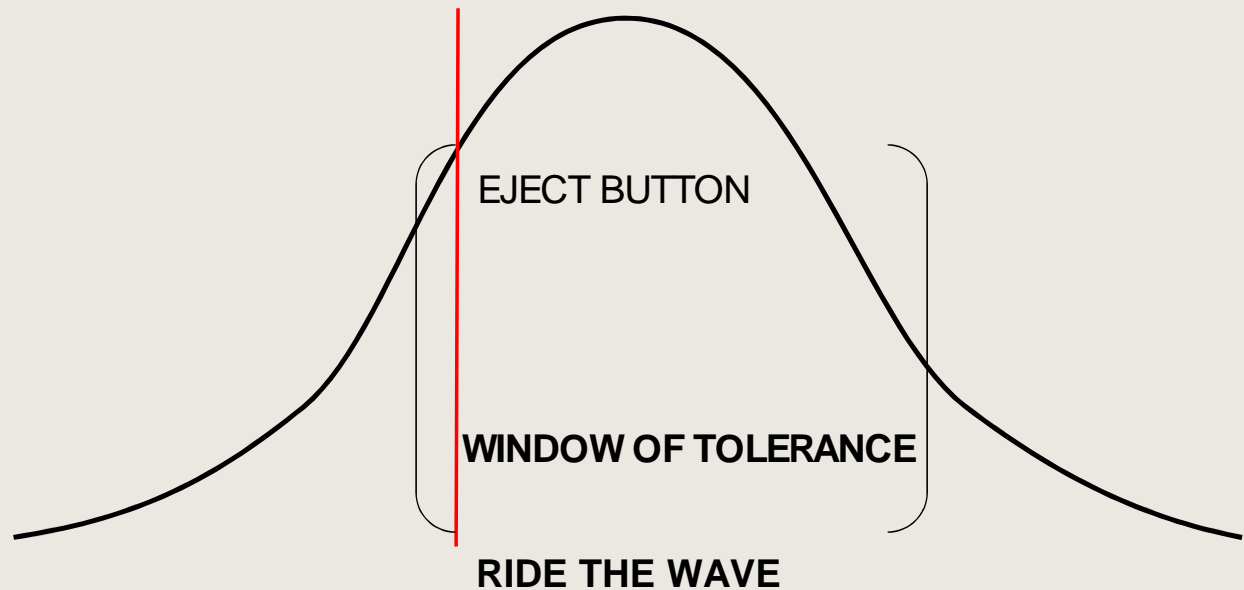
What is it?

- Influence by attachment theory
- Emotional *awareness*. Self and others. Head and heart.
- You are NOT born with it.
- Ability to empathize. This is a growable skill.
- Misconception about empathy—connect in the experience, not living through exact same details.
- Know and ride the full wave of an emotion while staying connected to self and others. Addiction/medicators are the eject button on the wave, thwarting EQ growth.
- Expand emotional window of tolerance (Dan Siegel).

EQ AND WINDOW OF TOLERANCE



EQ AND WINDOW OF TOLERANCE



EMOTIONAL INTELLIGENCE

Why do I want it?

- We hurt people from our blind spots.
- What you don't know CAN hurt you...and the people you love the most.
- Repeat history—carving out new template for those that come after us and interact with us.
- Low EQ = Increased risk for burnout
- Work performance increases with higher EQ

EMOTIONAL INTELLIGENCE

Why do I want it?

- “Work settings which do not address **stressors** of the modern practice of law will continue to produce a significant number of lawyers who are depressed, dissatisfied with the quality of their lives, spend too little time with their families and communities, continue to be isolated and show increased levels of depression and addictive behaviors.”

**Report on future of legal profession
New York State Bar Association**

THE ARTISTS' DILEMMA

Public professions create abnormal life circumstances.

Abnormal life circumstances create high levels of stress.

Unaddressed stress creates loneliness, anxiety, depression,
addictions, strained relationships...

All of which kill creativity.

Creativity is what got you here, and you've signed up for a
career that, in some ways, is designed to kill it.

—MILES ADCOX



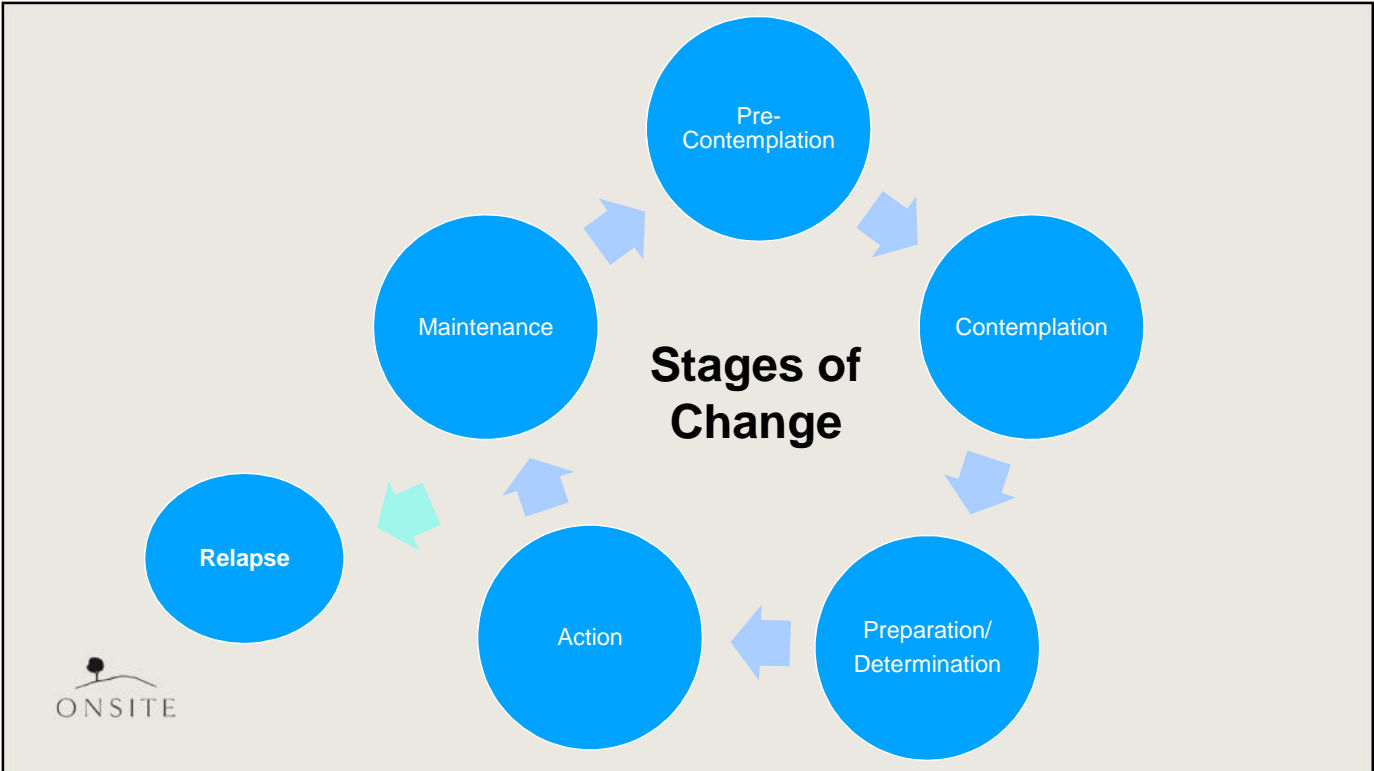
STUDIES SAY 4 MINUTES OF UNINTERRUPTED
EYE CONTACT INCREASES INTIMACY

EMOTIONAL INTELLIGENCE

How do I increase it?

- Self-awareness
- Therapy. Put flood lights on shame.
- Mindfulness/Somatic work
- Practicing curiosity—less black and white
- Find and associate with people with higher EQ—play up. Prioritize relationships.
- Exercise gratitude and empathy like a muscle
- Eliminate medicators

Example: The opposite of CONNECTION is isolation. sobriety.



CONNECTION

“I define connection as the energy that exists between people when they feel, seen, heard, and valued; when they can give and receive without judgement; and when they derive sustenance and strength from the relationship.”

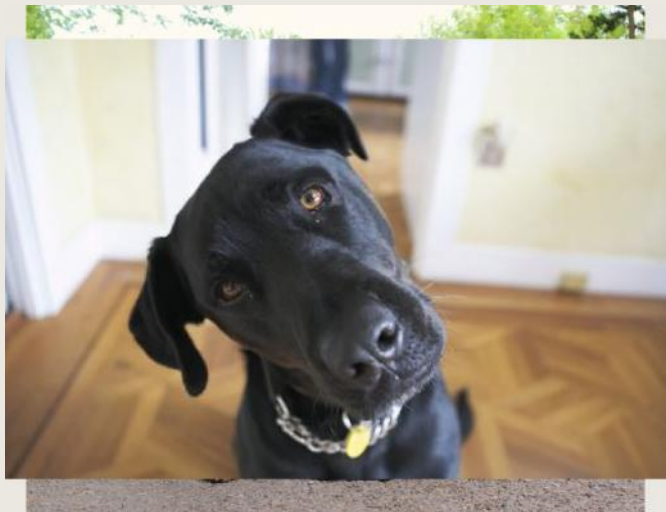
—BRENÉ BROWN



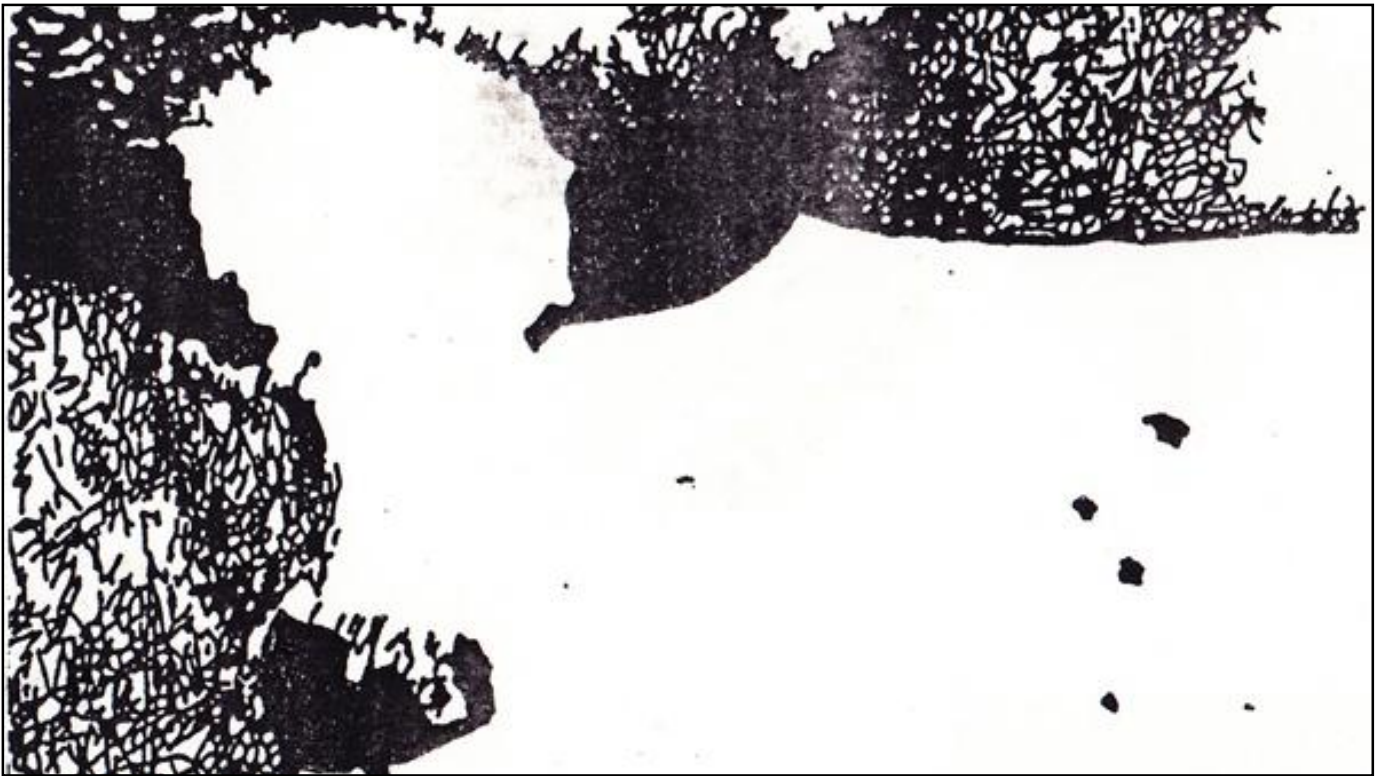
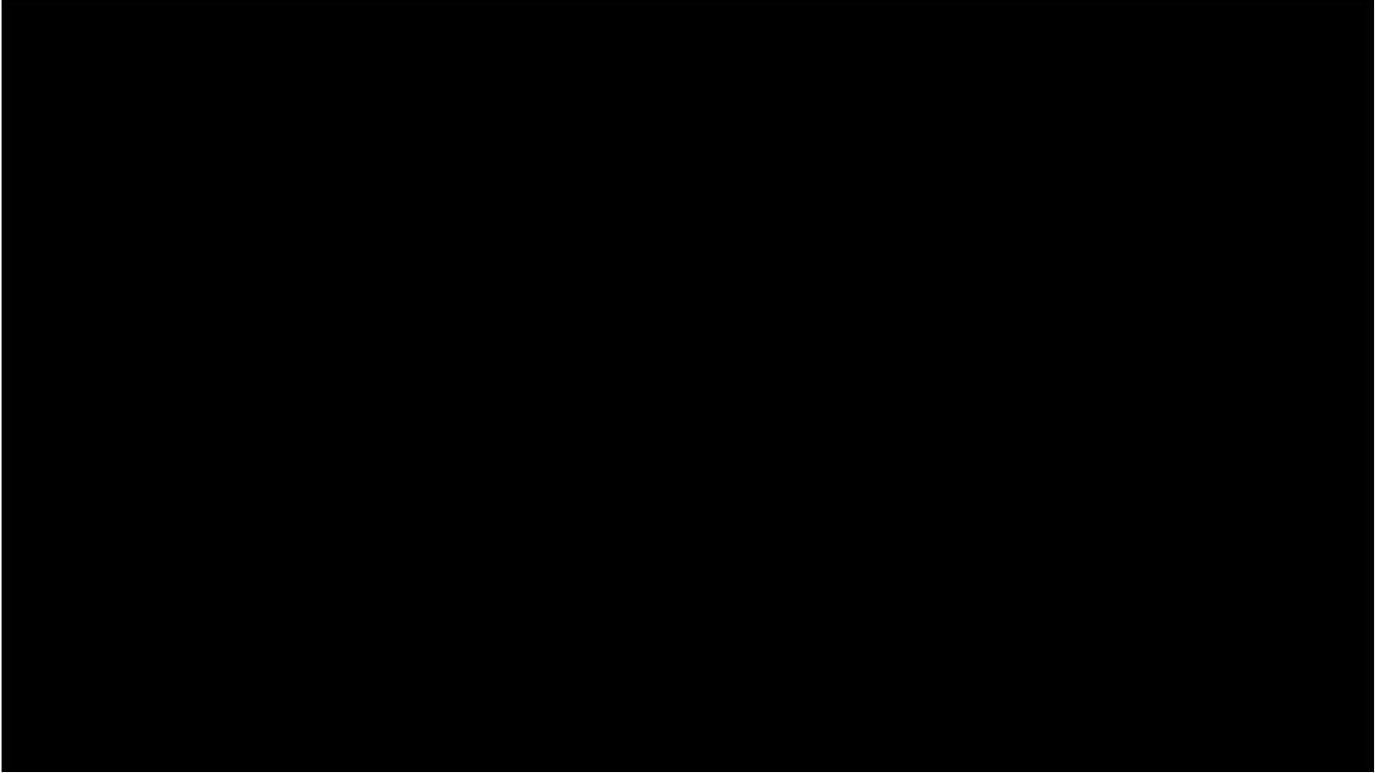
STAYING CURIOUS

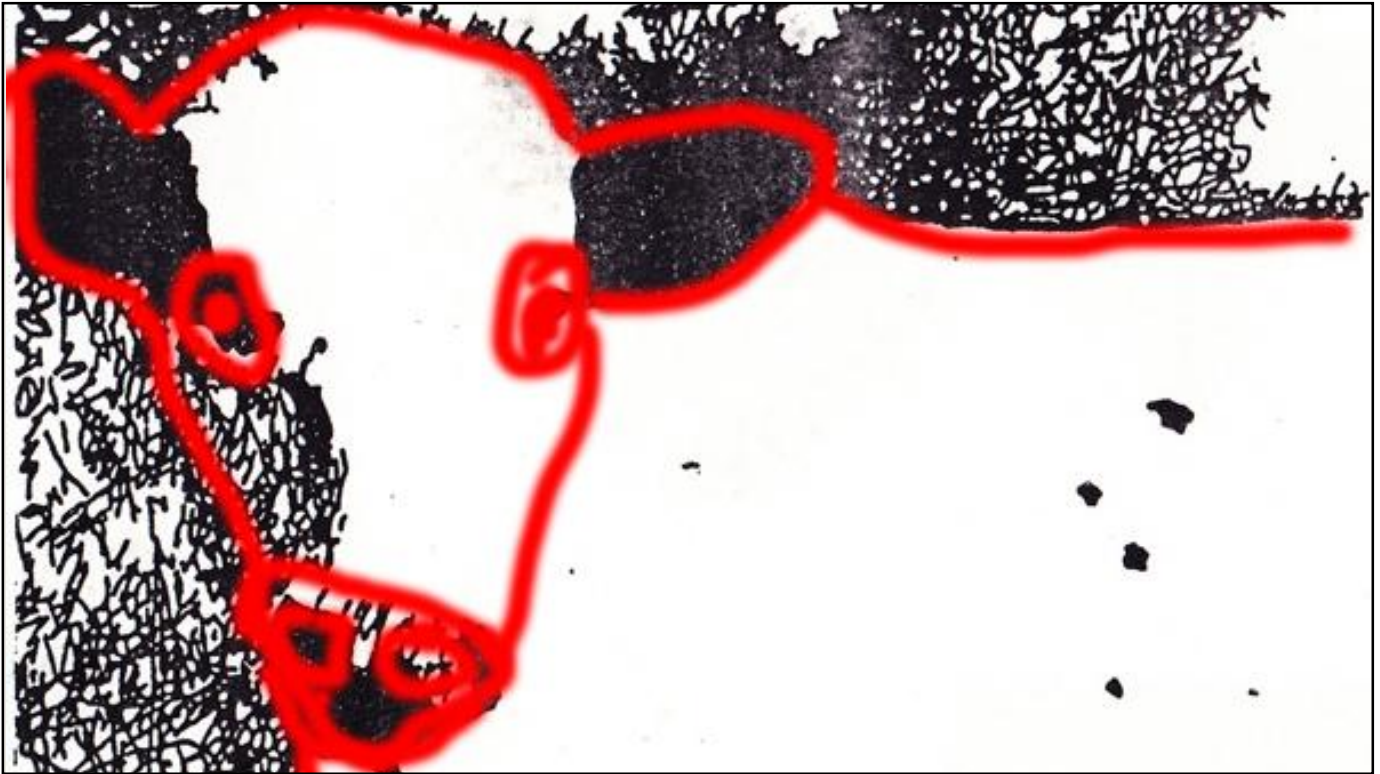
Curiosity is solid gold

- Head Tilt
- Listen as if you are hearing it for the first time
- Drug and alcohol treatment extension example
- Trauma as an example







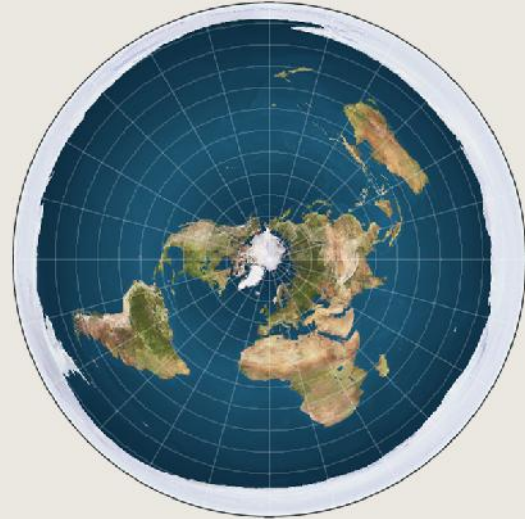


BLIND SPOTS

- Fish example
- Inevitability, normalization
- *Central* clinical issue
- Developing EQ leads to illumination
- Blind spots = EQ opportunities

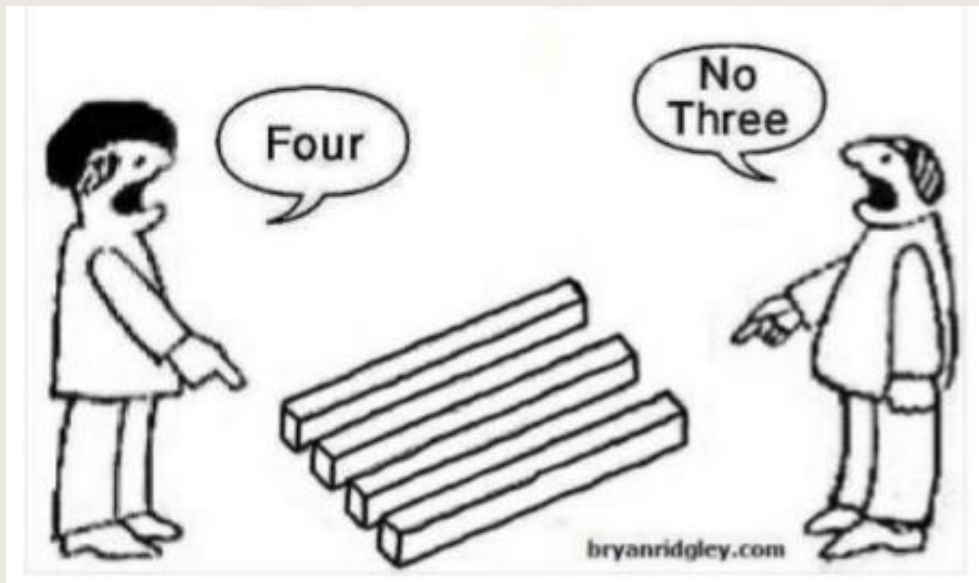


BLIND SPOTS



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PERSPECTIVE



WHAT CREATES THEM?

- Attachment Style
- Family history
- Culture
- SES
- Trauma
- Previous work experiences
- Avoidance / Fear
- A lack of information
- *Others?*

EVIDENCE OF BLIND SPOTS

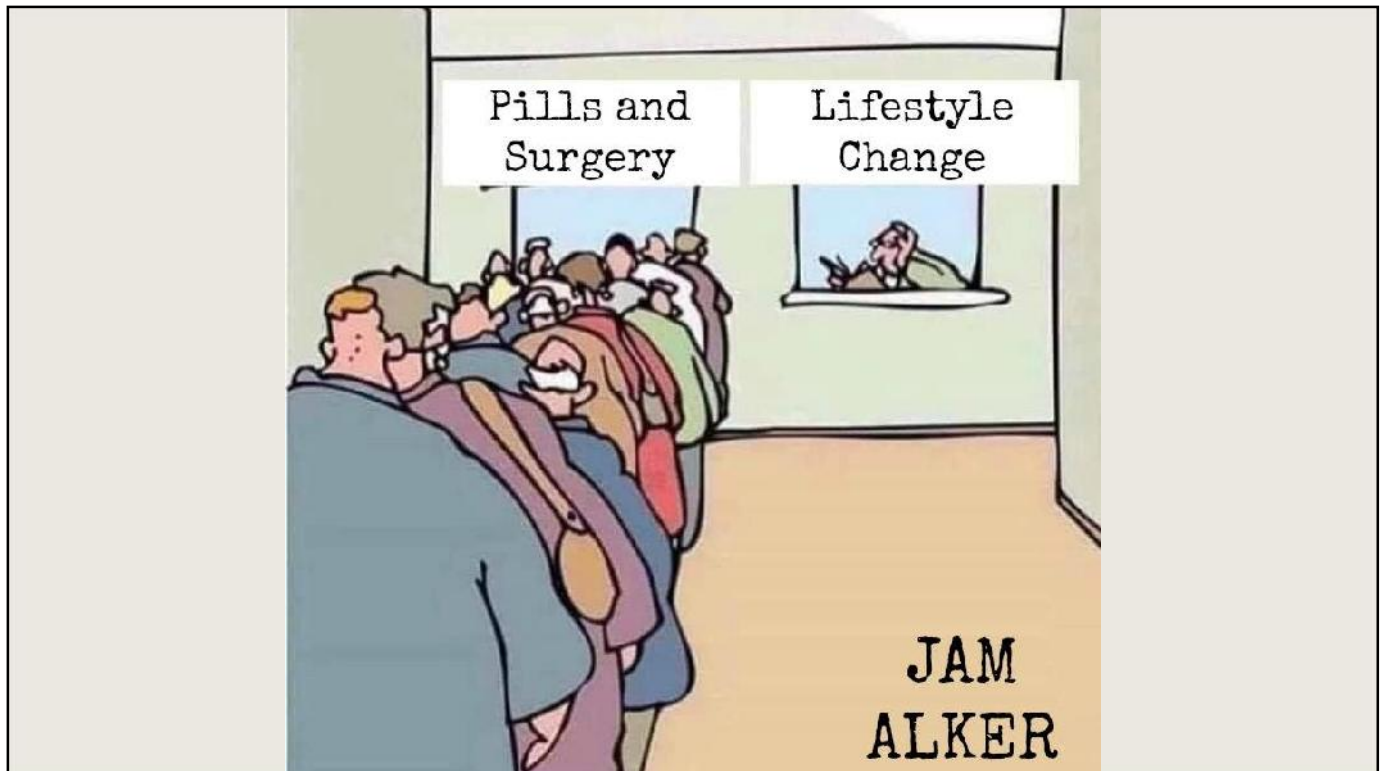
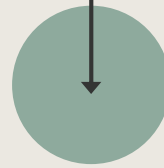
- Impact on others—may be easier to see wreckage around us/them
- Disbelief in inherent worth and value—conditional worth.
- High emotionality with no known reason, or emotionally shut down.
- Reactions to life stressors
- Defensiveness about + and – in FOO or work team.
- Difficulty seeing a positive, hopeful future
- Irritation with how long it takes someone to "get over it"
- Difficulty trusting
- *Others?*

Relationships got you here. Relationships will get you out.

SAFETY ZONE

- Payoff for maintaining status quo—familiarity
- Pain avoidance:
What I don't know can't hurt me.
- If I act oblivious (or really am), people won't expect (or hope) much from me.
- Ignorance is bliss.

Your Comfort
Zone



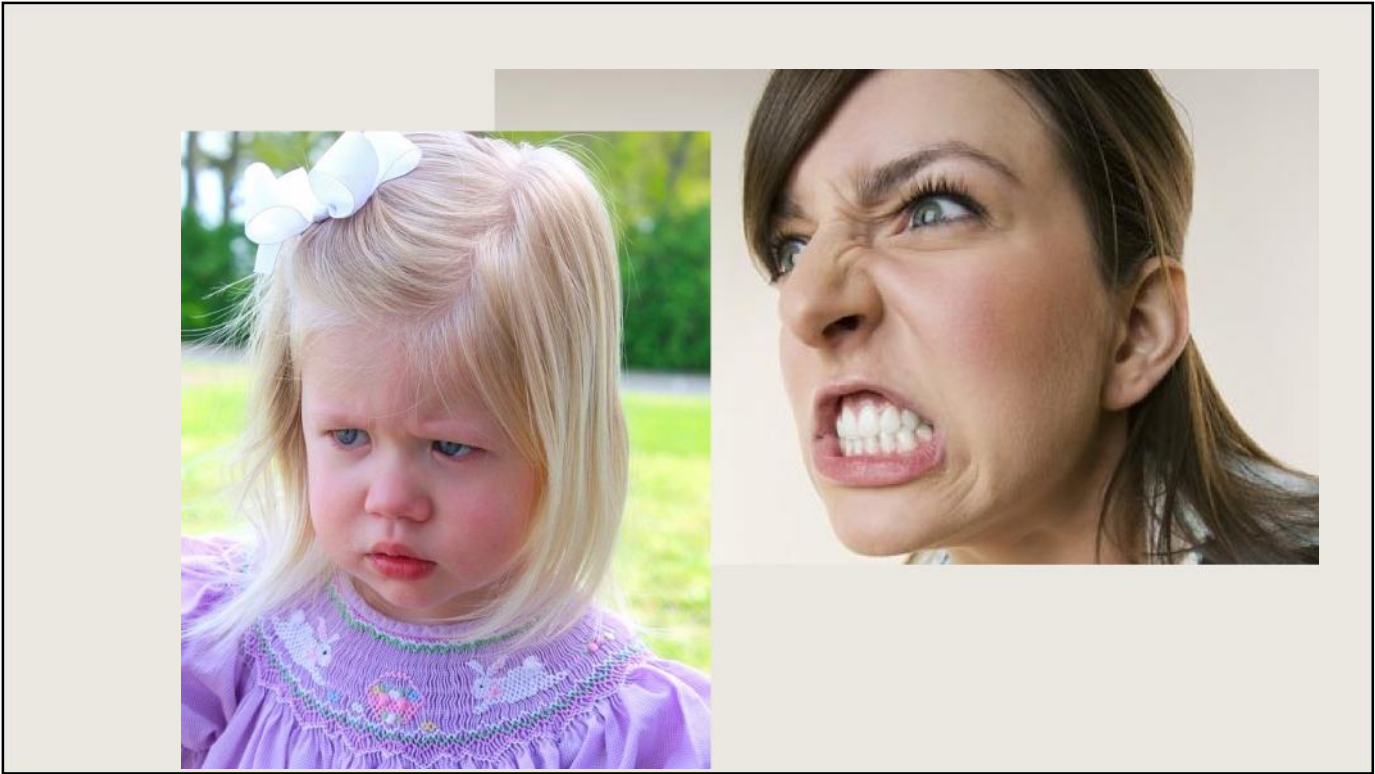
SLING SHOTS

- Projection—you spot it, you got it
- Defensiveness
- Persecutory
- Retaliatory
- “Every abuser has been a victim, every victim is at times an abuser”
or
- “Hurt people hurt people”



We do not see things as they are, we see things as we are.

ANONYMOUS





OWN THE STORY

“Own the story! Don’t bury it and let it fester or define me. I often say this aloud: *‘If you own this story you get to write the ending...’* When we bury the story we forever stay the subject of the story. If we own the story we get to narrate the ending. As Carl Jung said, ‘I am not what has happened to me. I am what I choose to become.’”

—BRENÉ BROWN



MAESTRO ROGER NIERENBERG

“When musicians feel that the pulse is unresponsive, they play in a more mechanical manner. Since artists don’t particularly like being treated as cogs in a machine, they unconsciously choose to turn themselves off. Their minds wander, their sounds lose the luster and depth of their tone.”

Parenting, marriage, business application



EQ AND BLIND SPOTS

- *Everyone* has blind spots—illumination is lifelong
- Consider the consequences of *not* working on EQ
- Need to *turn towards relationships rather than away* when addressing blind spots

