

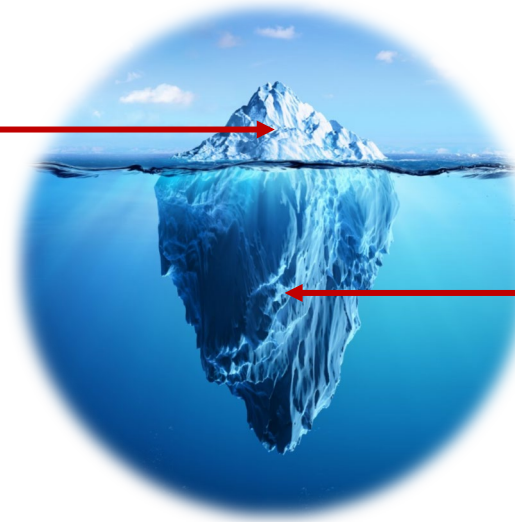
Lightbulb Moments

Comprehending Emotions (No. 1 in a series of 21)

Emotional Intelligence is becoming more important than IQ in personal success



Cognitive intelligence (IQ)



Emotional intelligence



'There is intelligence *in* the emotions (and) intelligence can be brought *to* emotions'



Daniel Goleman 1995

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Comprehending Emotions (No. 2 in a series of 21)



Comprehending Emotions

- 💡 Emotions are mental and physiological states associated with a wide range of feelings, thoughts and behaviours
- 💡 No definitive taxonomy of emotions exists
- 💡 Emotions are highly subjective
- 💡 Emotions blend together and are in continual flux
- 💡 People can differ in their emotional responses to given situations



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Comprehending Emotions (No. 3 in a series of 21)

What are Emotions?



Emotions are adaptive responses to help you to adapt to circumstances. They form a part of the process of normal reasoning and decision making.

Emotions help the brain to make decisions by establishing priorities, and are linked to learning and the memory process.

Emotions affect how you feel, how you think, what you say and what you do.

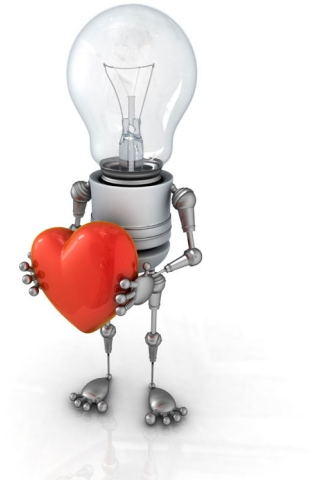


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Comprehending Emotions (No. 4 in a series of 21)

The Importance of Emotions



Emotions are not the enemy of reason!

- 💡 Emotions are information about yourself and other people
- 💡 Without emotions you don't know what is important and can't reason
- 💡 Emotions help you to determine what is relevant information and make choices
- 💡 Emotions help you to absorb information quicker and more effectively
- 💡 Emotions help you to make quicker decisions



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Comprehending Emotions (No. 5 in a series of 21)

Views about Emotions

Mid 20th century view

Emotions were considered to be

- 💡 chaotic
- 💡 haphazard
- 💡 superfluous
- 💡 incompatible with reason
- 💡 disorganised
- 💡 largely visceral
- 💡 resulting from the lack of effective adjustment



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Comprehending Emotions (No. 6 in a series of 21)

Views about Emotions

21st century view



Emotions are considered

- 💡 to be important in arousing, sustaining and directing activity
- 💡 to be part of the total economy of higher living organisms
- 💡 not to be in opposition to intelligence
- 💡 to effectively instruct a higher order of intelligence, if used well

Emotional processing is considered to be an essential part of rational decision making.



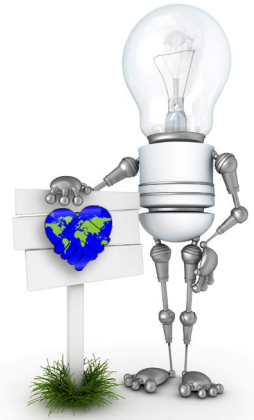
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Comprehending Emotions (No. 7 in a series of 21)

The Development of Emotions

- 💡 A genetic contribution is likely
- 💡 Emotions do not define destiny (e.g. timidity does not indicate a poor level of success)
- 💡 Early expression of emotion by parents helps learning
- 💡 Early abuse hinders learning
- 💡 Poor ability to read other's emotions may lead to the development of poor social skills

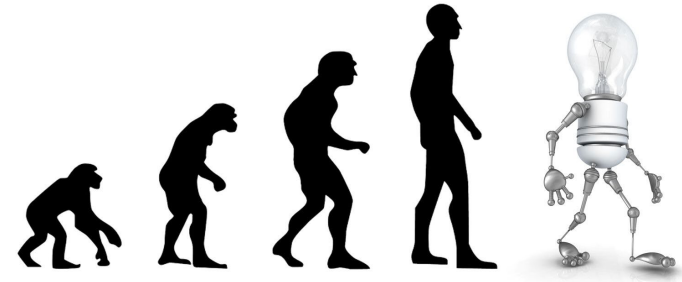


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Comprehending Emotions (No. 8 in a series of 21)

The Biological Purpose of Emotion



- 💡 Provides a signalling function (that action might have to be taken)
- 💡 Provides a strong impulse to take action
- 💡 Promotes unique, stereotypical patterns of physiological change
- 💡 A motivational trigger for others
- 💡 Controls learning



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Comprehending Emotions (No. 9 in a series of 21)

The Basic Human Emotions (I)

Emotions are presumed to be hard-wired and physiologically distinctive



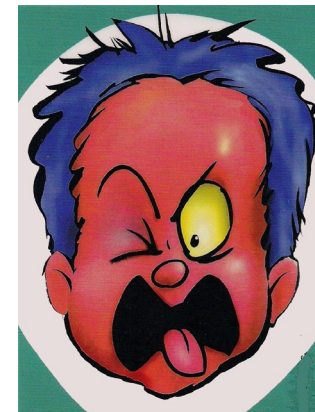
Anger

Flushed face
Brow muscles
move inward
and downward
Nostrils flare
Jaw clenches



Fear

Eyes widen
Pupils dilate
Upper lip rises
Lips stretch
horizontally



Disgust

Nostrils clench
Eyes screw up
Corners of
mouth turn
downward



(Faces courtesy of www.feelingfacescards.com)

Ekman 1972

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Comprehending Emotions (No. 10 in a series of 21)

The Basic Human Emotions (II)

Emotions are presumed to be hard-wired and physiologically distinctive



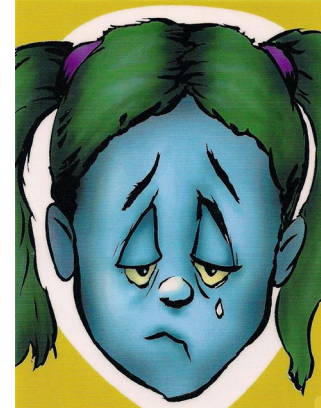
Happiness

Corners of
mouth rise in
a smile
Eyes tighten
Cheeks rise
Corners of
brows drop



Surprise

Eyebrows rise
Eyes widen
Forehead
wrinkles
Jaw drops
open



Sadness

Eyelids droop
Corners of
mouth drop
Corners of
brows rise



(Faces courtesy of www.feelingfacescards.com)

Ekman 1972

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Comprehending Emotions (No. 11 in a series of 21)

The Basic Human Emotions (III)

Emotions are presumed to be hard-wired and physiologically distinctive



Findings on contempt are less clear - there is some preliminary evidence that this emotion and its expression are universally recognised.



Eyes neutral
Tightened lip
Unilateral smile
Curled lip

Contempt is the only unilateral expression occurring on one side of the face

Contempt



(Faces courtesy of www.feelingfacescards.com)

Ekman 1972

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Comprehending Emotions (No. 12 in a series of 21)

Emotions are neither positive nor negative

Emotions are emotions!

You experience an emotion for a reason.

Emotions evolutionarily evolved responses that are uniquely appropriate to specific situation. They are neither good (positive) nor bad (negative).

There is information in emotions. It is how you choose to react and behave to these emotions that can be regarded as good (positive) or bad (negative), *not the emotion itself.*



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Comprehending Emotions (No. 13 in a series of 21)

Four Types of Emotional Response



Flight



Fight

Neutral – no emotional response

A freeze response – which is out of your immediate control

A stress response – a fight or flight response

An enhancing emotion and an emotionally intelligent response



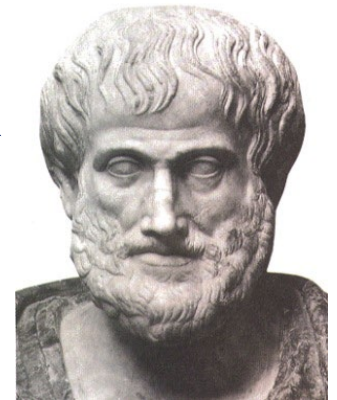
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Comprehending Emotions (No. 14 in a series of 21)



Anyone can become angry – that is easy.
But to be angry with the right person, to
the right degree, at the right time, for
the right purpose and in the right way –
that is not easy.



Aristotle



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Comprehending Emotions (No. 15 in a series of 21)

States, Moods, Traits and Styles



The smallest, most fleeting unit of emotion is **an emotional state** ranging from seconds to minutes.

A feeling that persists and remains consistent over a period of time, (minutes or even days) is referred to as **a mood**. Moods are states that last longer than emotions and usually last for a few hours.

Emotions and moods are relatively short in duration. A feeling that describes you and your behaviour over a long period of time is **an emotional trait**.

An emotional style is a consistent way that you respond to the experiences that you have in your life.



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Comprehending Emotions (No. 16 in a series of 21)



How to Understand Emotions

- 💡 Behaviour can be a direct result of emotional state
- 💡 Recognise what events are likely to trigger different emotions
- 💡 Know that emotions can combine to form complex blends of feelings
- 💡 Realise that emotions can progress over time and change from one to another
- 💡 Provide a rich emotional vocabulary for greater precision in describing feelings and blends of feelings



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Comprehending Emotions (No. 17 in a series of 21)



The Emotional Climate

- 💡 Emotions are contagious
- 💡 The more emotionally expressive you are, the more influence you will have
- 💡 The emotional climate affects the cognitive abilities of team members
- 💡 The emotional climate is responsible for 20 to 30% of performance
- 💡 In times of uncertainty, the team takes its emotional cue from the leader
- 💡 As a leader, you have a strong influence on the emotional climate, *even if you are not aware of it.*



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Comprehending Emotions (No. 18 in a series of 21)



Identifying and Managing Emotions

- 💡 Identify how you feel
- 💡 Identify how others feel
- 💡 Sense emotions in music
- 💡 Sense emotions in art
- 💡 Detect real vs fake emotion
- 💡 Stay open to feelings
- 💡 Blend emotions with thinking
- 💡 Reflectively monitor emotions



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Comprehending Emotions (No. 19 in a series of 21)

Using Emotions



Effectively using emotions means

- 💡 your capacity to generate and feel an emotion in order to focus attention, reason, and communicate.
- 💡 your capacity to use emotion to influence cognitive processes such as decision making, deductive reasoning, creativity, and problem solving



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Comprehending Emotions (No. 20 in a series of 21)

Expressing Emotions Intelligently

1. Recognise your feelings
2. Expand your emotional vocabulary
3. Share multiple feelings
4. Consider when, where and how to express your feelings
5. Accept responsibility for your feelings
6. Choose the best channel to communicate
7. Recognise the difference between feeling, talking and acting



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Comprehending Emotions (No. 21 in a series of 21)

Emotional Intelligence

♥ is *not* about...

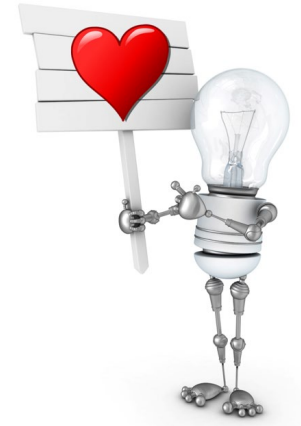
catching and suppressing emotions
as they begin to surface

♥ is *not* about...

being nice

♥ is about...

bringing emotions to the surface
and proactively understanding
their meaning and impact on the
team and its performance



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