Emotional Intelligence (EI) and Behavior

Barbara W. Bradley, MS, RN, APHN-BC
Goal and Objectives

- **Goal**: Attendees will be introduced to basic information related to emotional intelligence (EI) and behavior.
- Objective: Attendees will have knowledge of terminology used when referring to emotional intelligence and behavior.
- Objective: Attendees will have knowledge of 3 early developers of emotional intelligence and the focus of each.
- Objective: Attendees will be able to interpret one model of emotional intelligence.
- Attendees will take a self-assessment test of emotional literacy.
- Attendees will have tools to plan for improving emotional intelligence.
He who loves practice without theory is like the sailor who boards a ship without a rudder and compass and never knows where he may cast.

Leonardo da Vinci
Terminology

- Intelligence Quotient
- Cognitive Intelligence
- Emotions/Feelings/Moods
- Emotional Intelligence
- Social Intelligence
- Trait Intelligence
- Ability Intelligence
- Mindfulness
- Meditation
- Personality
- Interpersonal
- Intrapersonal
- Construct
- Model
- Theory
- Neuroplasticity
- Neuropsychology
- Gut instinct
- Thinking, reasoning, decision-making (cognitive functions)
Intelligence Quotient (IQ) 1900
(also called Analytical Intelligence)

- Alfred Binet Paris, France
  - Asked to devise a measure that would predict which youngsters would succeed and which would fail in the primary grades in Paris schools.
  - WWI: used to test >1 million American recruits
  - Psychology’s useful scientific tool!

- David Wechsler – test of cognitive intelligence

How does this make you feel?

The primary emotions (although researchers argue about this!):

- Anger
- Sadness
- Fear
- Enjoyment
- Love
- Surprise
- Disgust
- Shame

- **Ekman**’s research found “the facial expressions of fear, anger, sadness, enjoyment) are recognized by cultures around the world.” (p. 290)

- **Darwin** saw facial expressions as evidence the forces of evolution had stamped these signals in our central nervous system.” (p. 290)

TIMELINE for the Development of EI

1. E. L. Thorndike (1920) ‘social intelligence’: the ability to understand and manage people to act wisely in human relations.
2. Howard Gardner (1983) ‘multiple intelligences’ including *intrapersonal* and *interpersonal*, and concerned with the ability to understand emotions and mental states in one’s own self and in other people.
Fine-tuning the Construct

1. Measurement
2. Neuropsychological developments (the Brain)
Theory of Multiple Intelligences

- Definition of intelligence:
  The ability to solve problems, or to fashion products, that are valued in one or more cultural or community settings. (Gardner, p. 7)
- Plurality of intellect
- Primary application in schools
- The ethical mind

7 Intelligences
- Linguistic
- Logical/Mathematical
- Spatial
- Musical
- Bodily/kinesthetic
- *Interpersonal
- *Intrapersonal

Vertina, K. (2014) OJIN
Bar-On Model of Emotional-Social Intelligence

- Reuven Bar-On - 1997, 2000
- Changed the “construct” to Emotional-Social Intelligence (ESI)
- Incorporated:
  - Darwin (emotional expression for survival and adaptation)
  - Thorndike (social intelligence)
  - Wechsler’s ‘intelligent behavior’
  - Others: pathological to psychological mindedness on the ESI continuum
- Theoretical basis for the EQ-i measurement tool
Salovey & Mayer 4-Branch Model

- 1990 Theory of EI
- 1997 4-Branch Model - hierarchical
- “EI is part of ‘success’ but not the sole ingredient, nor the most important one.”
- **MSCEIT** measurement tool

https://ei.mhs.com/MSCEIT.aspx

Goleman EI Framework

- Daniel Goleman – Science Journalist, 1995
- “Popularized” EI with best-selling book
- Founded The Consortium for Research on Emotional Intelligence in Organizations
- Defined the EI framework.
- Emotional and Social Competence Inventory (ESCI)
- Emotional Competence Inventory (ECI 2.0)

The HayGroup Technical Manual for the ECI 2.0

http://www.eiconsortium.org/measures/measures.html
The Assessment Tools
EQ-i Measurement

- Bar-On Model

- The Bar-On model is operationalized by the EQ-i. The EQ-i is considered a trait EI

- Reliable & Valid

- Self-report measure, estimates ESI, 133 items, 5-point response scale

- Results include a total EQ score, and scores on the 5 component scales that comprise the 15 subscale scores.
## EQ-i Results

<table>
<thead>
<tr>
<th>Composite Scales</th>
<th>Subscales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intrapersonal</td>
<td>self-regard, emotional self-awareness, assertiveness, independence, self actualization</td>
</tr>
<tr>
<td>Interpersonal</td>
<td>empathy, social responsibility, interpersonal relationship</td>
</tr>
<tr>
<td>Stress management</td>
<td>stress tolerance, impulse control</td>
</tr>
<tr>
<td>Adaptability</td>
<td>reality-testing, flexibility, problem-solving</td>
</tr>
<tr>
<td>General Mood</td>
<td>optimism, happiness</td>
</tr>
</tbody>
</table>

MSCEIT Measurement

- Mayer, Salovey, Caruso EI Test (MSCEIT™)
  - A performance test
  - Uses problem-solving
- Reliable & Valid
- Considered an ability EI

- 4 branch scores:
  - Perceiving Emotion (P)
  - Facilitating Thought (F)
  - Understanding Emotion (U)
  - Managing Emotion (M)

- 8 Individual Tasks
  - Faces (P)
  - Pictures (P)
  - Facilitation (F)
  - Sensations (F)
  - Blends (U)
  - Changes (U)
  - Emotion Management (M)
  - Emotion Relationships (M)
Emotional Competence Inventory (ECI)

- Goleman (HayGroup)
- Reliable & valid
- 360-degree tool
- Based on Dr. Richard Boyatzis’s Self-Assessment Questionnaire (SAQ)
- Practitioner Assessment
- Used for developmental purposes only.
- Measures 4 clusters of 18 competencies (see framework)
The Hot Intelligences and Ability vs. Trait Intelligence
Ability EI

- Also called cognitive-emotional ability
- Measurement – maximum performance
- Conceptualization – cognitive ability
- Construct validity – inconsistent models of differential psychology, awkward scoring procedures, limited concurrent and predictive validity
- Measure: MSCEIT

Trait EI

- Also called *emotional self-efficacy*
- Measurement – self-report
- Conceptualization – personality trait
- Construct validity – consistent with models of differential psychology, discriminant and incremental validity (personality), and concurrent and predictive validity with many criteria
- Measurement: TEIQue
- Petrides: “Problems with Ability EI: Why EI is not a real intelligence”
The Brain and EI

The Neuroscience of Emotions

Dr. Phillippe Goldin
Health Care and EI

Nurses
Doctors

Are You Emotionally Literate?

*First Test: Are you emotionally literate? (handout)*

- Do you use emotions where they’re suitable?
- Are you a “parent” to your emotions?
- If you are not at ease with your own emotions, you will find it hard to relate to others and to respond appropriately to them.
Knowing your score…

What satisfies you?

Where do you see Character Builders?
Second Test

(Body Language Quiz)

Facial expressions = universal language of emotion
Try to identify the emotion conveyed in each photo.
Research basis – by Paul Ekman and Dacher Keltner: fear, anger, sadness, enjoyment.
Share scores with a friend
Improve with empathy training tool (see slide with quizzes).

http://greatergood.berkeley.edu/ei_quiz/
Now, let’s GROW!

…because we can!

Try mindfulness  Try meditation  Try thankfulness
Try gratitude  Try compassion for yourself
Be happy  Exercise  Relax with friends and family

http://wexnermedical.osu.edu/patient-care/healthcare-services/integrative-complementary-medicine/mindfulness-practices
RESOURCES YOU MAY FIND HELPFUL

Mindfulness: http://greatergood.berkeley.edu/quizzes/take_quiz/4

Empathy: http://greatergood.berkeley.edu/quizzes/take_quiz/14

Cultivating Gratitude in the Workplace: http://youtu.be/ftFsxFTCkCw

UCLA Mindfulness Awareness Research Center: http://marc.ucla.edu/default.cfm?id=1

Meditation:
Greater Good Science Center: http://greatergood.berkeley.edu/

Center for Compassion and Altruism Research and Education: http://heartsinhealthcare.com/ccare-center-compassion-altruism-research-education/

Charter for Compassion – Peace Starts Here: http://charterforcompassion.org/

How can you develop social intelligence?
It takes effort and hard work. Begin by paying more attention to the social world around you. Work on becoming a better speaker or conversationalist. Networking organizations, or speaking groups, such as Toastmasters, are good at helping develop basic communication skills. Work on becoming a more effective listener, through what is called “active listening” where you reflect back what you believe the speaker said in order to ensure clear understanding. Most importantly, study social situations and your own behavior. Learn from your social successes and failures. (http://www.psychologytoday.com/blog/cutting-edge-leadership/201407/what-is-social-intelligence-why-does-it-matter}