“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

—Maya Angelou

Emotions matter!

Attention, memory, learning
Decision making
Relationship quality
Physical and mental health
Everyday effectiveness

Mindfulness

Emotional Intelligence

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JBT - Houston, 2020

EMOTIONAL INTELLIGENCE

1. What it is
2. Why it is important
3. Why mindfulness is key
Defining emotional intelligence

“Emotional intelligence is the ability to monitor one’s own and others’ feelings, to discriminate among them, and to use this information to guide one’s thinking and action.”

- Salovey & Mayer, 1990
- Mayer & Salovey, 1997

Emotional intelligence

The ability to recognize, understand, and manage emotions

Top 10 skills

1. Complex Problem Solving
2. Critical Thinking
3. Active Learning
4. Learning Strategies
5. Intrapersonal Intelligence
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Adaptability
10. Cognitive Flexibility

Source: Future of Jobs Report, World Economic Forum
### Leaders

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<thead>
<tr>
<th>Low EI</th>
<th>High EI</th>
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<tbody>
<tr>
<td>● Lacks empathy</td>
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<td>● Sees hostility when not present</td>
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<td>● Leads by intimidating</td>
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<tr>
<td>● Likes subduing others</td>
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<td>● Gets power by having followers</td>
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<td>● Models aggression</td>
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<td>● Has greater empathy</td>
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<td>● Builds positive relationships</td>
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<td>● Is a team player</td>
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<td>● Models healthy communication</td>
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<td>● Has higher performance ratings</td>
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<td>● Creates more positive work climates</td>
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### Mental Health

Between 2009 and 2017, rates of depression rose by more than 60 percent among those ages 14 to 17, and 47 percent among those ages 12 to 13.

The number of children and teenagers who were seen in emergency rooms with suicidal thoughts or having attempted suicide doubled between 2007 and 2015.
"Could we up the dosage? I still have feelings."

Happiness is a choice

#JustSoYouKnow

YOU CAN'T BUY HAPPINESS BUT YOU CAN BUY TEA AND THAT'S KIND OF THE SAME THING
What is mindfulness?

“Mindfulness means paying attention to what’s happening in the present moment in the mind, body and external environment, with an attitude of curiosity and kindness.”

Mindful Nation UK report
An emotion is an immediate response to something that happens in the environment or is evoked in the mind that causes shifts in:

- Thinking (like, dislike)
- Physiology (breathing, heart rate, hormones)
- Expression (face, body, vocal tones)
- Behavior (fight/flight, approach/avoid)

"The awareness that emerges through paying attention on purpose, in the present moment, and nonjudgmentally to the unfolding of experience moment by moment"

Jon Kabat-Zinn

"Attending in this way with consistency and stability is actually the hardest work in the world"

Jon Kabat-Zinn
Just think: The challenges of the disengaged mind

Timothy D. Wilson,1,2 David A. Birkeland,3 Erin C. Westgate,1 Daniel T. Gilbert,4 Nicole Elterbeek,4 Cheryl Hahn,2 Casey L. Brown,2 Ali Shaked3

In 11 studies, we found that participants typically did not enjoy spending 6 to 15 minutes in a room by themselves with nothing to do but think, that they enjoyed doing mundane external activities much more, and that many preferred to administer electric shocks to themselves instead of being left alone with their thoughts. Most people seem to prefer to be doing something rather than nothing, even if that something is negative.
Existential

Experiential

Nummenma, Glerean, Hari, and Hietanen, 2014
Recognizing emotions

- Identifying in ourselves and others
- Paying attention, pointing out, talking about it

Understanding emotions

- Knowing the causes and how emotions influence thoughts and decisions
Labeling emotions

Connecting emotional experiences to words
Name it to tame it

Expressing emotions

Knowing how and when to display or show emotions

Regulating emotions

Knowing and using effective strategies to manage emotions

Emotion vocabulary words help decrease emotional reactivity in the short term and also long term.
—Tabibnia, Lieberman, & Craeke, 2008
RESOURCES

johncooper.org/emotionalintelligence

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