

Mindfulness

Emotional Intelligence

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JBT - Houston, 2020

"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

2

Emotions matter!

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

EMOTIONAL INTELLIGENCE

- 1** What it is
- 2** Why it is important
- 3** Why mindfulness is key

4

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

5

Emotional intelligence

The ability to recognize, understand, and manage emotions

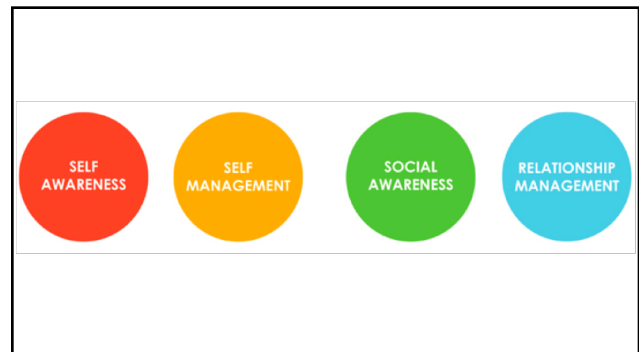
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WORLD ECONOMIC FORUM

Top 10 skills in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

Source: Future of Jobs Report, World Economic Forum



Leaders

Low EI

- Lacks empathy
- Sees hostility when not present
- Leads by intimidating
- Likes subduing others
- Gets power by having followers
- Models aggression

High EI

- Has greater empathy
- Builds positive relationships
- Is a team player
- Models healthy communication
- Has higher performance ratings
- Creates more positive work climates



Mental Health

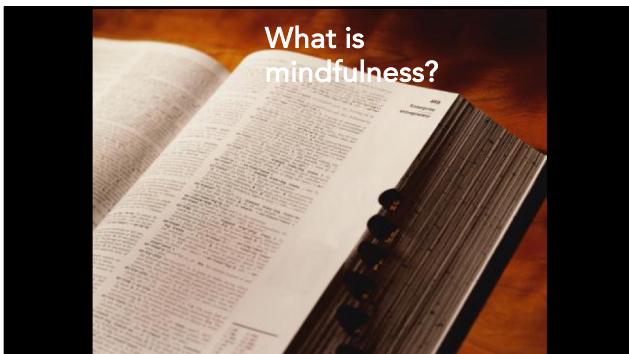
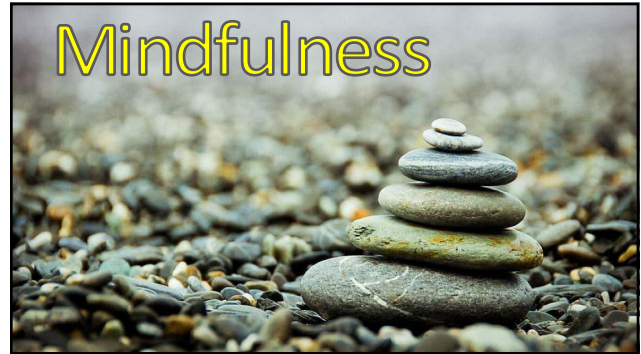
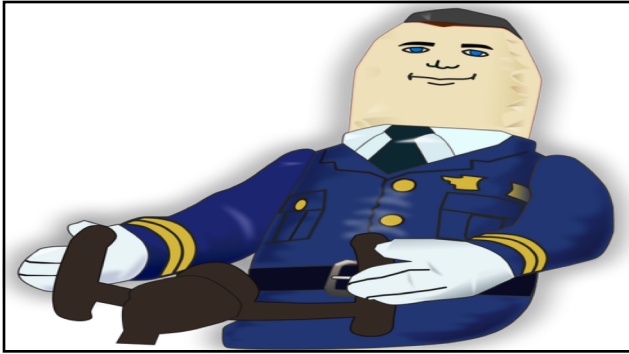
Between 2009 and 2017, rates of **depression** rose by more than 60 percent among those ages 14 to 17, and 47 percent among those ages 12 to 13.

The number of children and teenagers who were seen in emergency rooms with **suicidal thoughts** or having attempted suicide **doubled** between 2007 and 2015.









"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

What Are Emotions?

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)

25

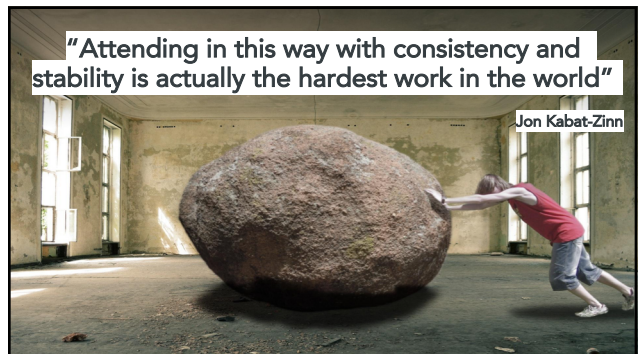
"The awareness that emerges through paying attention on purpose, in the present moment, and nonjudgmentally to the unfolding of experience moment by moment"

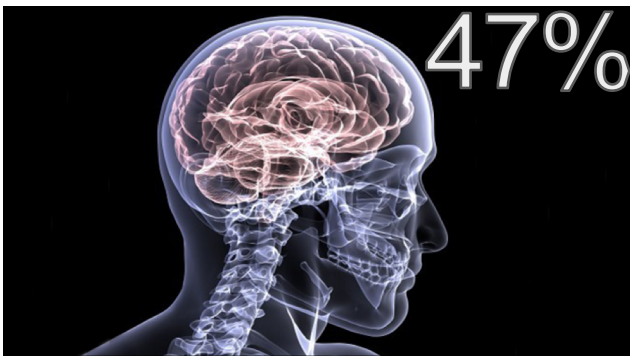
Jon Kabat-Zinn

Attention
Intention
Attitude

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

Jon Kabat-Zinn

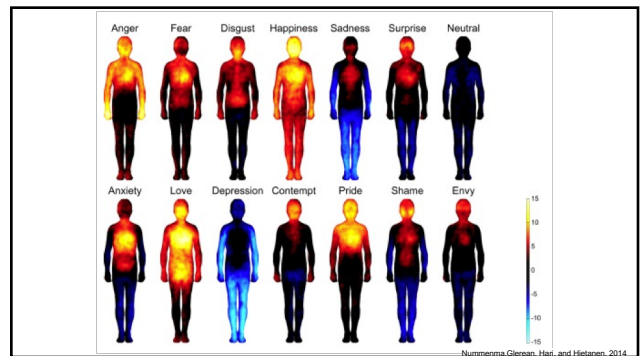
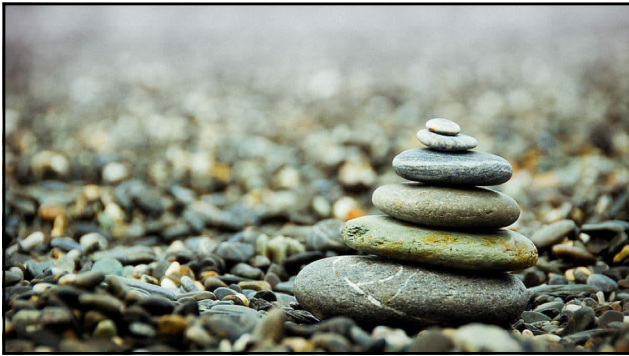


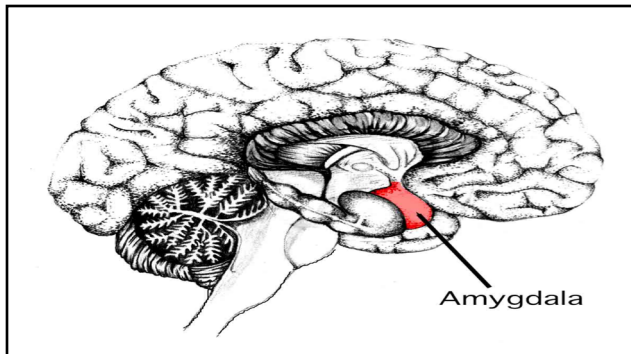


Just think: The challenges of the disengaged mind

Timothy D. Wilson,^{1*} David A. Reinhard,¹ Erin C. Westgate,¹ Daniel T. Gilbert,² Nicole Ellerbeck,¹ Cheryl Hahn,¹ Casey L. Brown,¹ Adi Shaked¹

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.





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

Emotion vocabulary words help
decrease emotional reactivity in
the short term and also long
term.

—Tabibnia, Lieberman, & Craske, 2008

42

Expressing emotions

Knowing how and when to
display or show emotions

Regulating emotions

Knowing and using effective strategies
to manage emotions

RESOURCES

johncooper.org/emotionalintelligence

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45