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# The Nature of Emotional Intelligence



# The Nature of Emotional Intelligence

- High IQ does not directly correlate with EQ.
  - › Success does not depend on IQ alone
- Intelligence is not mono dimensional:
  - › Interpersonal intelligence
  - › Intrapersonal intelligence

# Emotional Intelligence: John Mayer

- Self awareness
  - Recognizing a feeling as it happens
- Managing emotions
  - Handling feelings so they are appropriate
- Motivating oneself
  - Managing emotions in the service of a goal
- Recognizing emotions in others
  - Empathy
- Handling relationships
  - Managing emotions in others

# Self Awareness

- Negative behavior awareness does not mean it will be changed.

Some people are:

- › Not being aware at the moment it occurs
- › Aware but unable to “escape”
- › Aware but do not want to change

# Managing Emotions

- The ratio of positive and negative emotions determines our sense of well-being.
- We may not control when or what emotion will be but we can control how long an emotion will last.
  - Try to find ways to shorten negative emotions
- The intensity of an emotion can impair us from being able to control it.
  - Rage is a good example of such emotion

# Managing Emotions: Anger Management

- Challenge the thoughts that triggers the anger.
  - > Is it justified?
- The earlier in the anger cycle you intervene the better.
  - > Are there any mitigating factors to explain the behavior that triggered the anger?
- Anger Diffusion:
  - > Use distraction techniques

# Managing Emotions: Anxiety

- Low-grade emotional high jacking.
- Coping strategies:
  - Early self awareness
    - Identify usual triggers
  - Apply relaxation methods
  - Question the validity of your reason(s) to worry.
  - Consider medication if severe.
    - Phobia
    - Obsessive Compulsive Disorder
    - Panic disorder



# Managing Emotions: Melancholy

- More common in women
- Management strategies:
  - Question the validity of the cause
  - Distract yourself
    - Increase activities that can shift your mood
      - Exercise
      - Help others
      - Set easy goal oriented activities.
      - Cognitive reframing
        - » Peer groups

# Motivating Oneself

- Anticipation of a disturbing emotion and preparing to minimize its impact is a good strategy.
  - Preparing well for a speech, exam, etc.
- Enhancing the generation of good emotions helps in generating solutions.
  - Be optimistic, hopeful
- Optimism:
  - When failure is perceived as a reversible event.

# Motivating Oneself

- Excellence:
  - > A stage of self-forgetfulness
  - > A “flow”
  - > The motivation to get better is enhanced when the task is balanced to avoid boredom or anxiety.

# Recognizing Emotions in Others: Empathy

- Alexthymia: Usually do not have self awareness of their emotions.
  - Are surprised of other people's emotions
- Need to be good body language readers
  - Tone of voice, facial expression, etc
- Women better than men.
- Empathy is a motor mimicry.
  - Attunement
    - Critical element starting since infancy

# Handling Relationships

- Humans need to develop “social competency”.
  - › Display rules adjusted to reduce or enhance the impact (acting)
    - Minimizing
    - Exaggerating
    - Substituting
- Emotions are contagious
  - › Affect the people we are with.
  - › Coordination of moods is the essence of rapports

# Handling Relationships

- Interpersonal Intelligence:
  - › Critical that these four are in balance.
    - Organizational groups
      - Leadership
    - Negotiating solutions
      - Diplomacy
    - Personal connection
      - Easy to get along with people
    - Social analysis
      - Therapist

# Handling Relationships

- Social Incompetence
  - › When emotions displayed are asynchronic
- Social Ineptitude
  - › Poor timing at integrating in a group

# Summary

- Emotional Intelligence is a separate but essential complementary component of our mental capacity.
- It is often underestimated by individuals to the detriment of their capacity to succeed in our current society.
- Recognition and management of EI has become a need in order to move up to the next level of interpersonal interaction.



End