Emotional Intelligence in the Workplace

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Performance Management Group
Virginia Commonwealth University
James M. Burke, Ph.D.
Linda L. Pierce, MBA
Origins of EI

- Howard Gardner (1983)
  - Interpersonal intelligence
  - Intrapersonal intelligence
  - Theory of “multiple intelligences”

- Salovey & Mayer (1990)

Emotional intelligence is the ability to:

- Accurately perceive emotions
- Access and generate emotion to assist thought (integration)
- Understand and reason about emotion
- Regulate emotions to promote emotional and intellectual growth
Four Key Questions

- Can you look inward and know what you are feeling? (Self-awareness)
- Can you look outward and correctly perceive what others are feeling? (Empathy)
- Can you use the information above in your decision-making? (Emotional reasoning or thinking about emotions)
- Can you regulate your emotions effectively, especially when under pressure? (Regulation)
The Five Components of Emotional Intelligence

• Self-Awareness
• Self-Regulation
• Motivation
• Empathy
• Social Skill