



# Emotional Intelligences: *Knowing your strengths*

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# Agenda:

- Who am I – who are you?
- Quick look at ‘soft skills’
- What is Emotional Intelligence?
- There’s more than one intelligence?
- How can I understand more?
- That is the end of the test 😊

# Who are we?

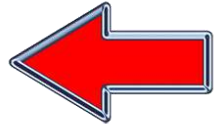
- I am....
  - A teacher of English
  - An amateur philosopher / psychologist
  - An artist / writer
  - A local celebrity
  - A dreamer / pragmatist
    - But how did I figure this out?  
.... Please write in the chat - who are you (in three words!)

# What Soft Skills Are

- Skills, abilities and traits that pertain to *personality, attitude, and behavior*
- Soft Skills are not formal or technical knowledge

# What do these Skill Sets include?

- Oral and written communication skill
- Critical thinking ability
- Problem-solving resourcefulness
- Ability to work productively on a team



# The 7 'C's of Effective Communication

1. Clarity
2. Conciseness
3. Consideration
4. Completeness
5. Concreteness
6. Courtesy
7. Correctness



# Clarity

- Implies emphasizing one specific goal or objective at a time, rather than trying to get off-track (multi-task).
- Clarity helps others to understand the message easily.
- Complete clarity of thoughts and ideas enhances the meaning of message
- *How?*
  - With the use of exact, appropriate and concrete words



# Conciseness

- Conciseness means communicating your idea in the fewest possible words.
- Conciseness is necessary for effective communication
- Concise messages are more appealing and comprehensive
- It is important that your message be concise yet complete



# Consideration

- Take the audience into consideration by knowing the viewpoints, back ground, mindset, educational level, etc.
- Consideration implies stepping into the shoes of others (Empathy)
- It ensures that the respect of the audience is maintained and their emotions are not harmed.
- Considers the needs and requirements of the audience to achieve an effective outcome.

# Completeness

- Complete information –
  - always gives additional information;
  - leaves no question in the minds of the receiver.
    - considers the receiver's mind set and conveys the message without assumptions.
- Complete information helps in better decision making
- Complete information is persuasive

# Concreteness

- Concrete communication
  - Implies being particular and clear rather being fuzzy and general.
  - Shows a good level of confidence
- It helps your audience understand your point easily
- Cannot be misinterpreted.

# Courtesy

- Ensures that your communication is friendly, open, and honest.
- Is empathetic and avoids passive-aggressive tones.
- Success will be judged on how much your listener / recipient has understood.

# Correctness

- Make sure what you're writing or saying is accurate. Bad information doesn't help anybody.
- Make sure that your message is typo free.



Next stop:

# Emotional Intelligence (EQ)



# A brief History

- 1930s – the concept of "social intelligence" as the ability to get along with other people.
- 1940s – affective components of intelligence may be essential to success in life.
- 1950s – **Abraham Maslow** describes how people can build emotional strength.
- 1975 - **Howard Gardner** publishes *The Shattered Mind*, which introduces the concept of multiple intelligences.
- 1985 - Wayne Payne introduces the term emotional intelligence in his doctoral dissertation
- 1987 – In an article published in *Mensa Magazine*, Keith Beasley uses the term “Emotional quotient.” (EQ)
- **1995 - The concept of emotional intelligence is popularized after publication of psychologist and New York Times science writer Daniel Goleman’s book *Emotional Intelligence: Why It Can Matter More Than IQ.***

# What is EI?

“Emotional Intelligence is the capacity to reason about emotions, and of emotions to enhance thinking.”





# What is EI?

- Reading and understand your own emotions
- Persistence in the face of difficulty
- Getting along well with peers, colleagues and subordinates
- Strengthening and supporting the abilities of others through feedback and guidance
- Managing feelings and handling stress
- Being sincerely empathetic

# EI – What it isn't

- Just being nice
- Being “emotional”
- “Group hugs”
- Blaming others for making you angry

# Examples:

- Self-Awareness (*test yourself!*)
- Self-Management (*reflect on your feelings and assess them; act, don't react*)
- Social Awareness (*I don't mean using Facebook! Observe, notice, interpret*)
- Relationship Management (*don't let unspoken feelings create conflict or misunderstanding*)

# Why is this important?

- Better performance at work
- Physical health
- Mental health
- Relationships
- Making better decisions
- Inspiring and motivating



# We have more than ~~one~~ two

- *Multiple intelligences*
- **Howard Gardner (1983)**
- This simple grid diagram illustrates Howard Gardner's model of the seven Multiple Intelligences at a glance.

<b>Linguistic</b>	words and language
<b>Logical-Mathematical</b>	logic and numbers
<b>Musical</b>	music, sound, rhythm
<b>Bodily-Kinesthetic</b>	body movement control
<b>Spatial-Visual</b>	images and space
<b>Interpersonal</b>	other people's feelings
<b>Intrapersonal</b>	self-awareness

# What does all this mean?

- Teachers celebrated – redesigned courses
- Students groaned – Oh no! More work for us 😞
- Results? It wasn't so practical to implement
  - Real result – learners understanding themselves better become better humans 😊

# Examples:

- **Linguistic** - write a set of instructions; speak on a subject
- **Logic-Math** - create a process; devise a strategy to achieve an aim
- **Musical** - sing a song; review a musical work
- **Kinesthetic** - create a mime to explain something
- **Visual** - design a building, draw, take photos, watch YouTube
- **Interpersonal** - coach or counsel another person
- **Intrapersonal** - consider and decide your own aims and changes required to achieve them (but you don't need to tell anyone about it)

# How should I find this?

- Online / printed quizzes (assess yourself)
- Keep a journal / blog
- Do more of the things that you are good at; apply them to your studies / research
- Choose to improve a weak skill, if it is important to you
- Above all, *be curious!* Ask questions!



# Let's summarise:

- Logical-mathematical
- Linguistic
- Spatial
- Musical
- Bodily-kinesthetic
- Interpersonal
- Intrapersonal



Seven unrelated platforms. Which train of intelligence are you on?

# Links & resources

- Very short MI test - <https://www.verywellmind.com/what-kind-of-intelligence-do-you-have-3867398>
- Longer MI test - <https://www.mentalup.co/blog/multiple-intelligence-test>
- Canadian government version - <https://www.jobbank.gc.ca/intelligence>
- Howard Gardner's site - <https://www.multipleintelligencesoasis.org/>
- Interesting EI quiz - [https://greatergood.berkeley.edu/quizzes/ei\\_quiz/take\\_quiz](https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz)
- EI for business - <https://globalleadershipfoundation.com/geit/eitest.html>
- More EI info- <https://www.helpguide.org/articles/mental-health/emotional-intelligence-eq.htm>

# Task:

- In breakout rooms, let's communicate with other people, and find out if you share the qualities we have discussed today
- Choose what you think are the three most important qualities!
- Come back and give us all your feedback (in chat or designate a speaker)

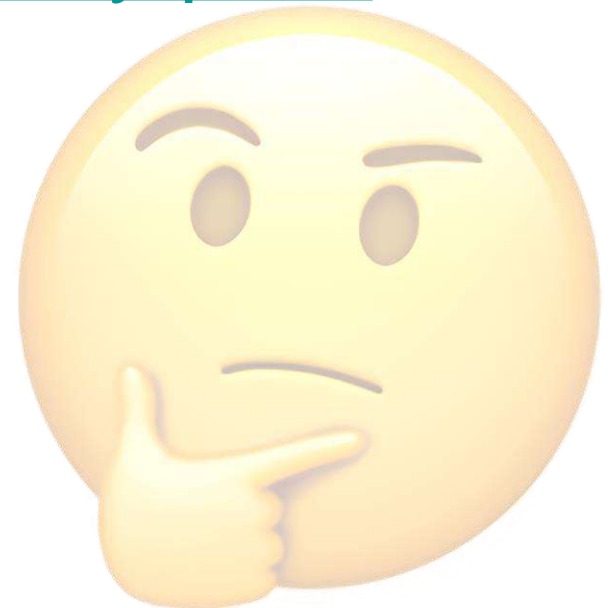
# Feedback:

<https://forms.gle/zMGp11NTMdxHXuoKA>

- in Russian

<https://forms.gle/GpeES9MicDFZyqwQ7>

- in English



So....



**Don't worry, be Happy!**

*Thank you for your attendance!*

