

# Emotional Intelligence and its Impact on our Work

**Matthew R. Shupp, Ed.D., NCC, BC-TMH, ACS, LPC**

Associate Professor

Department of Counselor Education

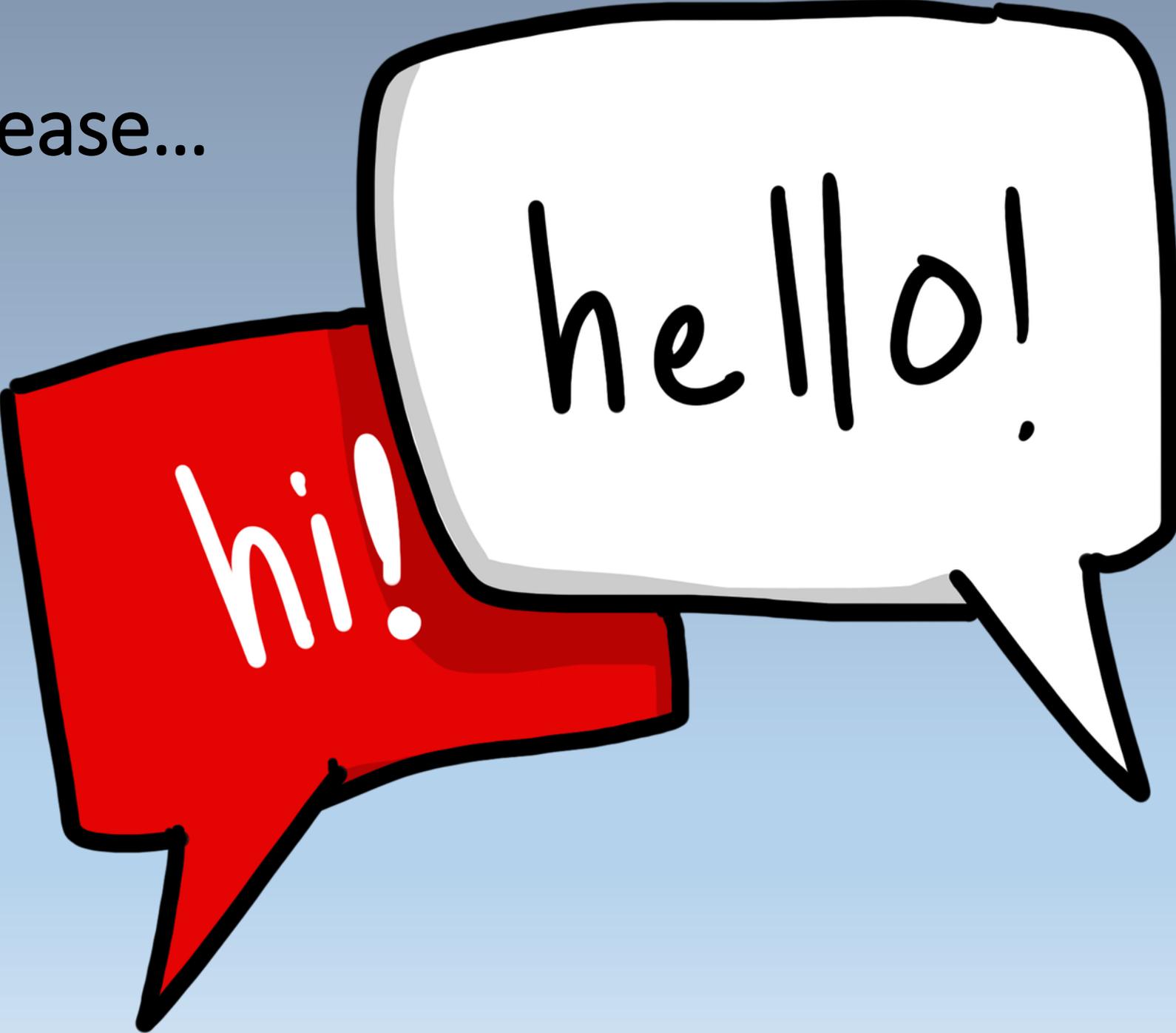
Shippensburg University of PA

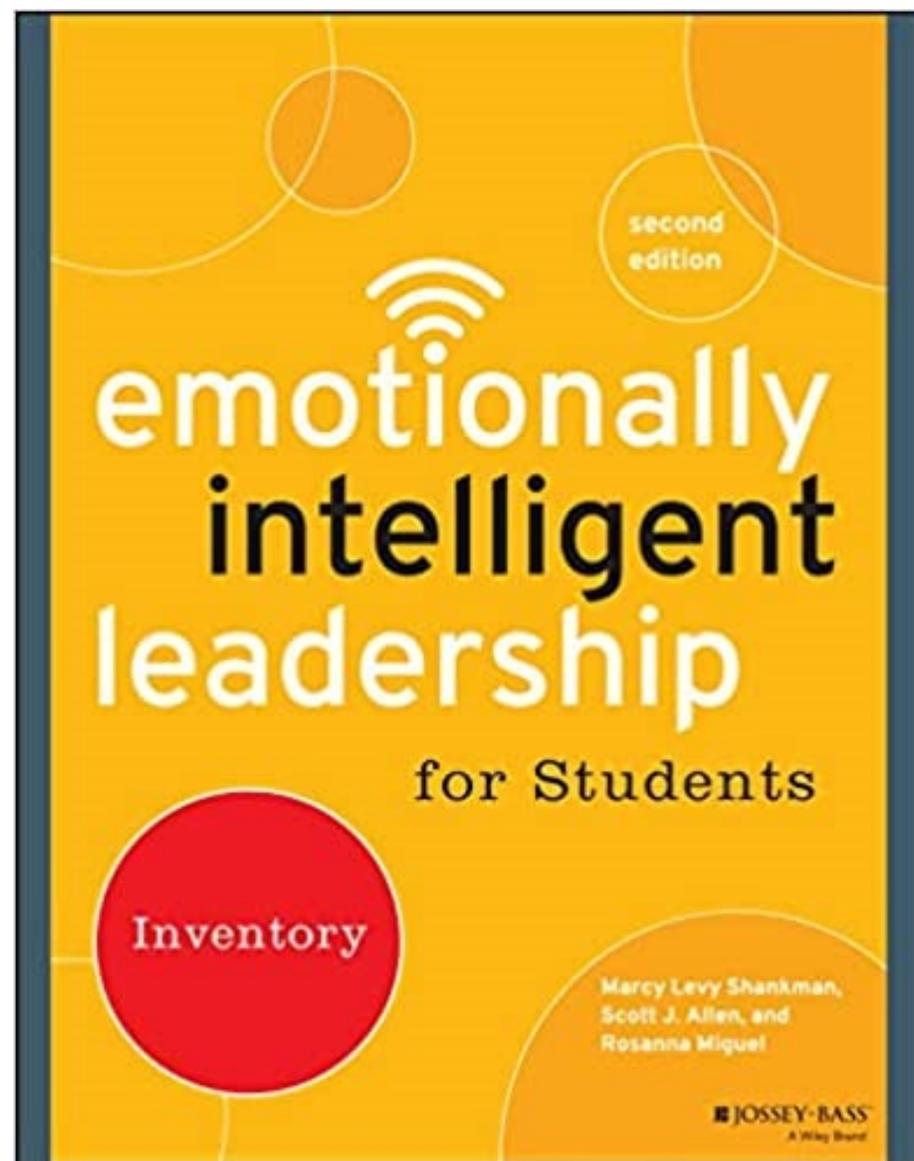
Shippensburg University / PA Bankers Association

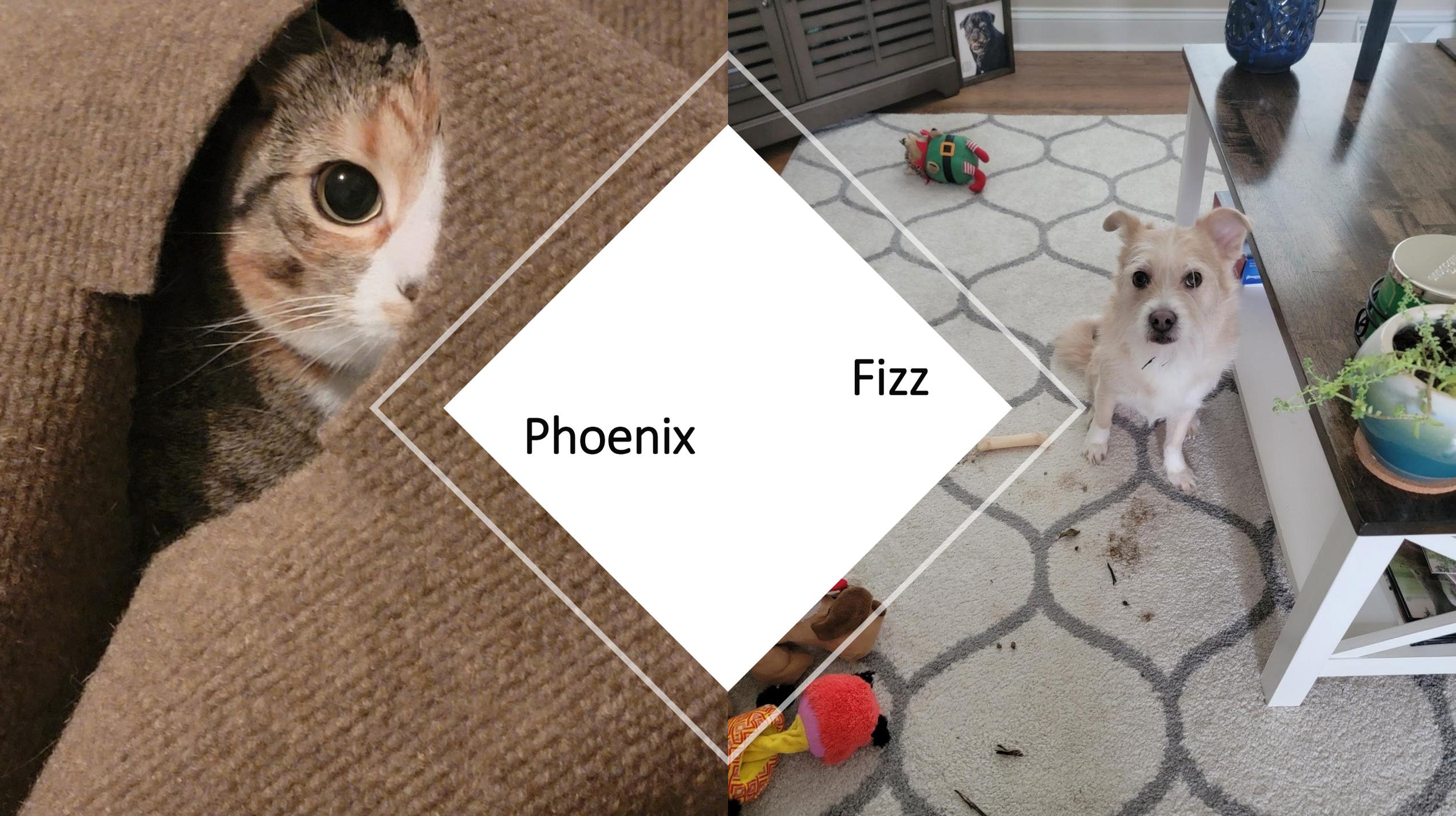
Career Development & Internship Experience

June 9, 2022

A quick word, please...







Phoenix

Fizz



# Welcome!

- Introductions
- What do you know of Emotional Intelligence (EI)?
  - Why are you here/what do you hope to gain?

## Learning Outcomes

- **Define** and describe Emotional Intelligence
- **Analyze** the “19 capacities” of EI
- **Discuss** results of EI Inventory
- **Offer** recommendations for professional practice

hello!

Polling  
Question #1

---





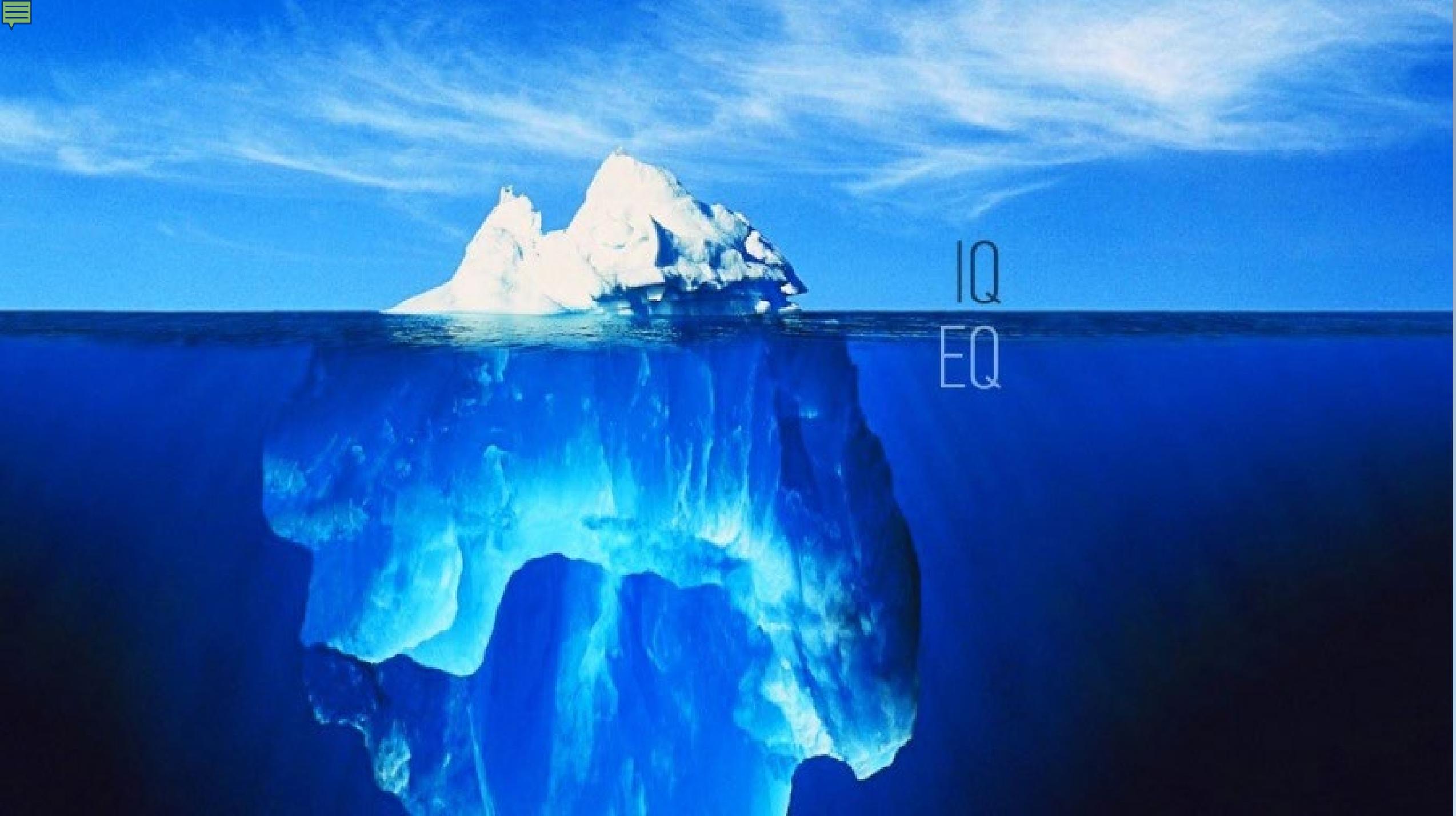




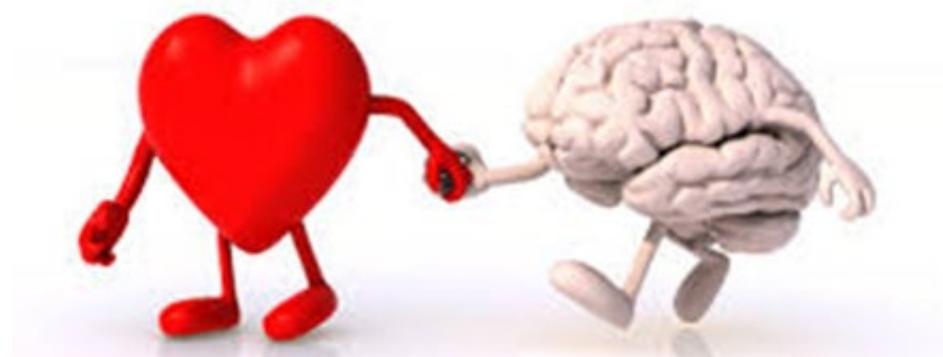


**INSIDE  
OUT**  
[WWW.ENTERTAINMENTWALLPAPER.COM](http://WWW.ENTERTAINMENTWALLPAPER.COM)





IQ  
EQ







# NORTH

**“LET’S DO IT!” LIKES TO ACT, TRY THINGS, PLUNGE IN**





# SOUTH

**SPECULATION: LIKES TO LOOK AT THE BIG PICTURE AND THE  
POSSIBILITIES BEFORE ACTING**





# EAST

**CARING: LIKES TO KNOW THAT EVERYONE'S FEELINGS HAVE BEEN TAKEN INTO CONSIDERATION AND THAT THEIR VOICES HAVE BEEN HEARD BEFORE ACTING**





# WEST

**PAYS ATTENTION TO DETAIL; LIKES TO KNOW THE WHO, WHAT, WHEN, WHERE, AND WHY BEFORE ACTING**





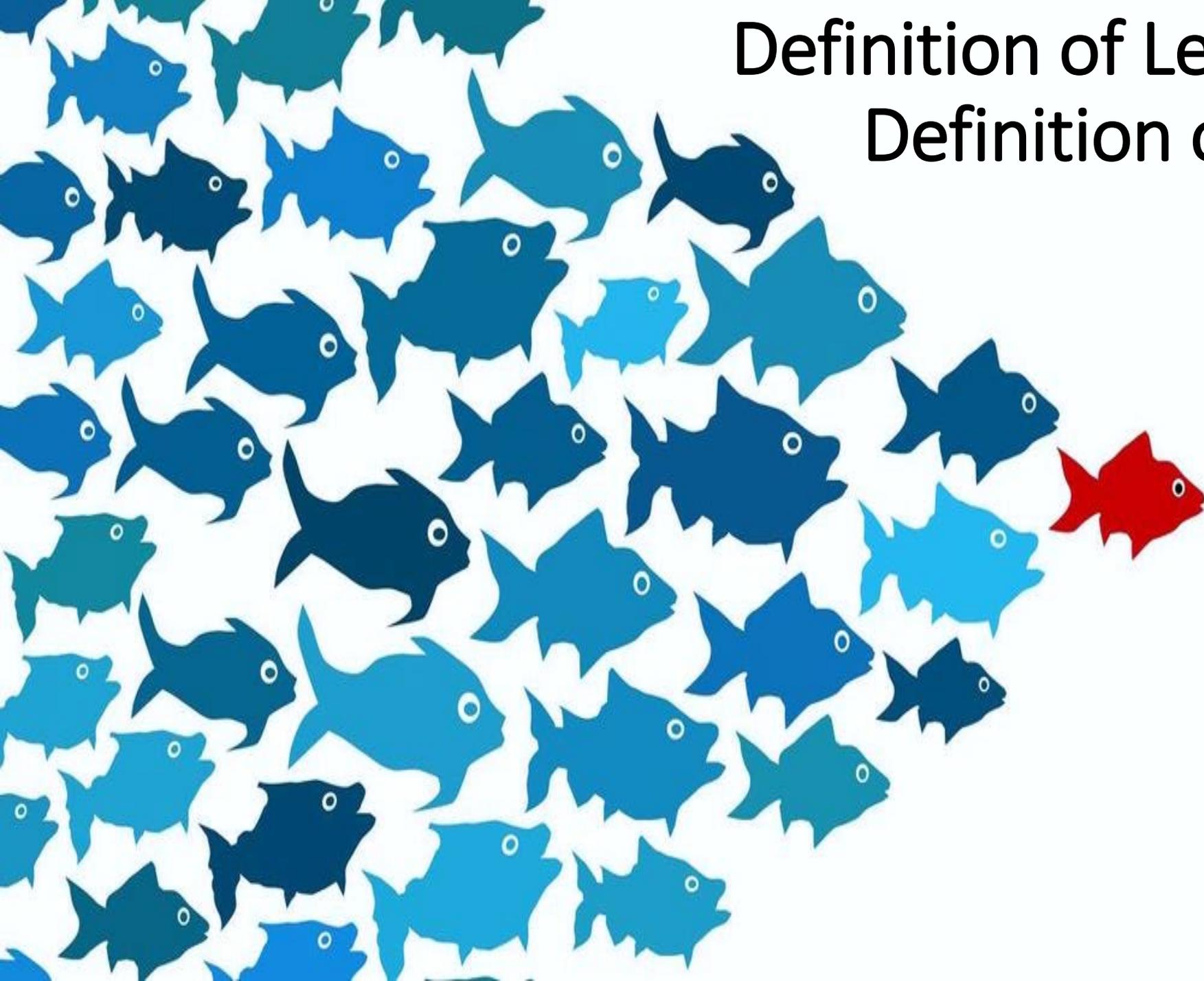
# Polling Question #2

---



# Definition of Leadership...

## Definition of Supervision?

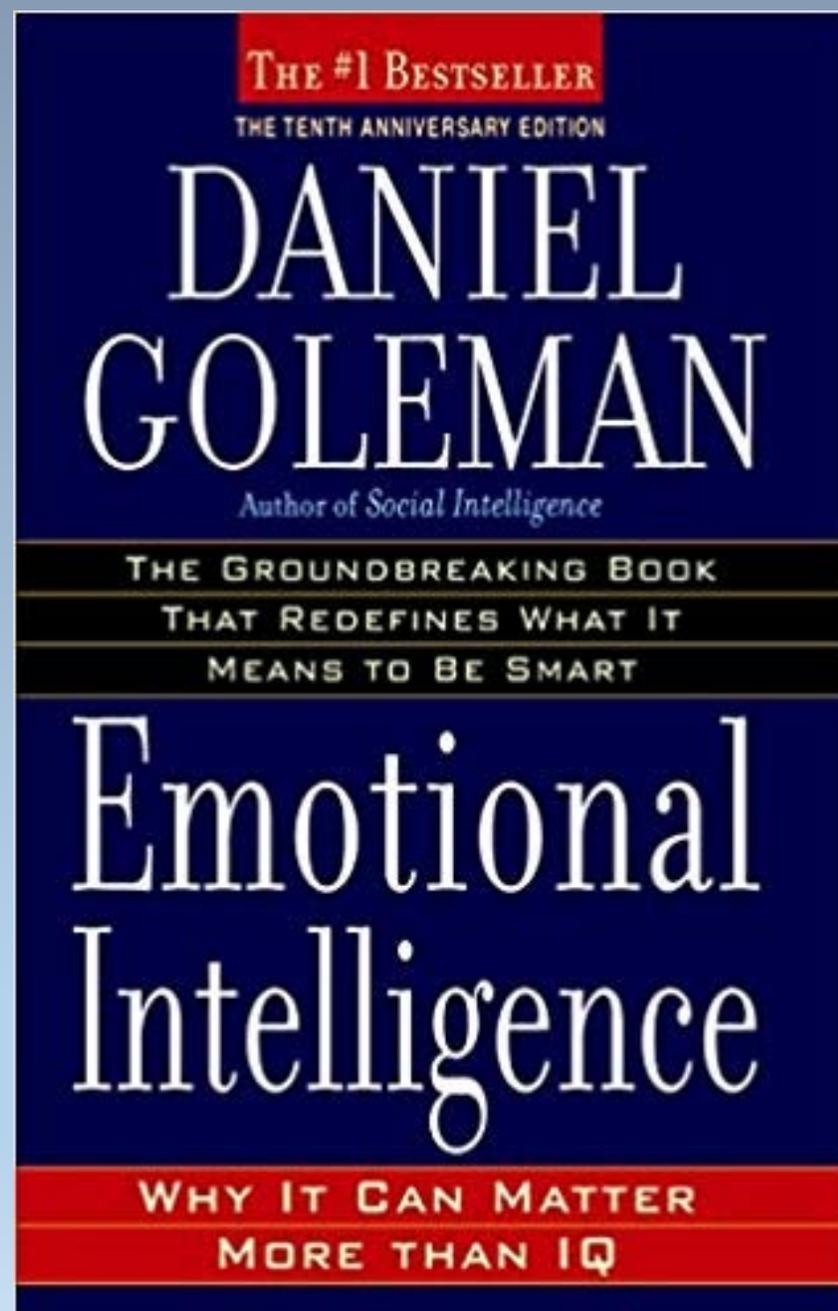
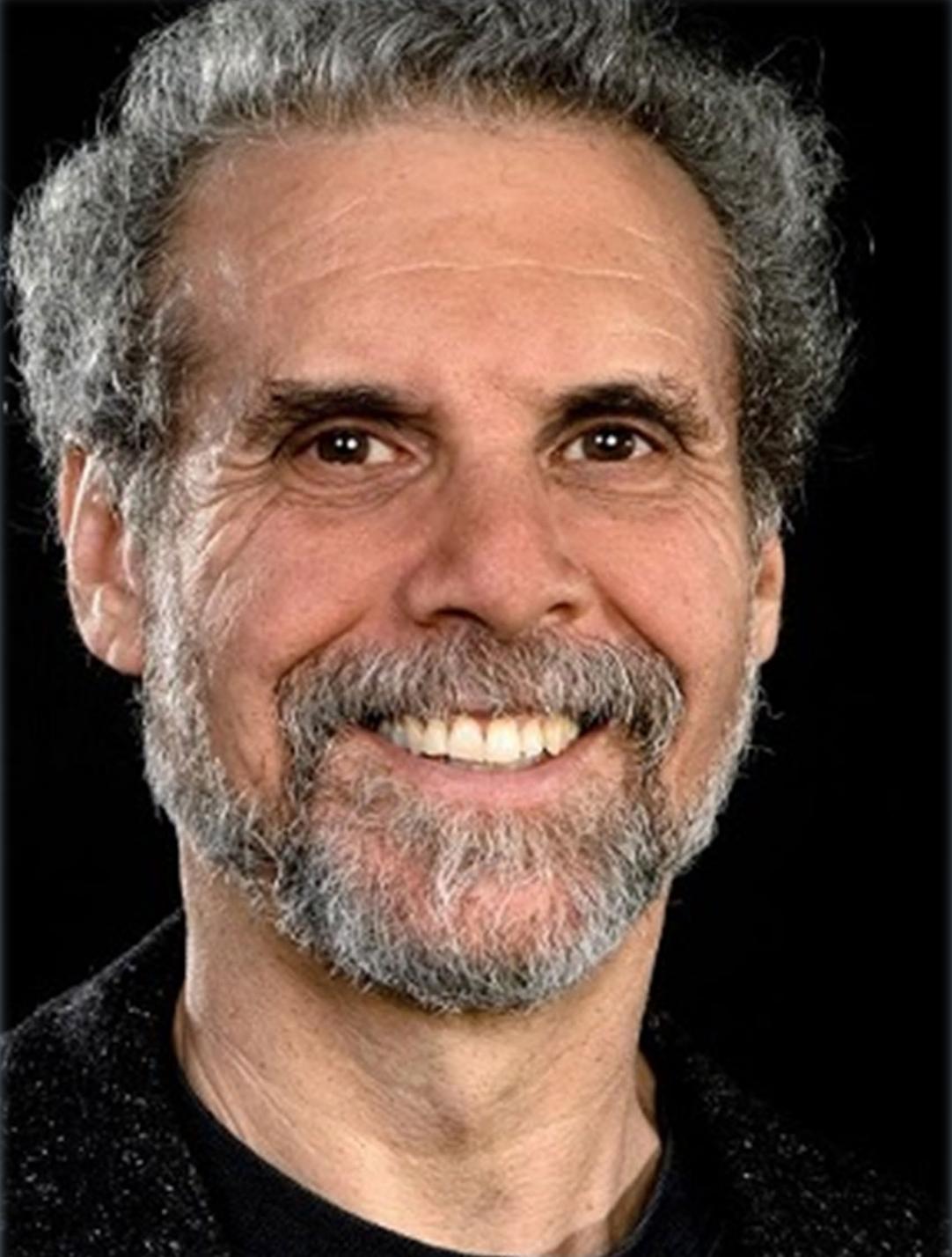


“a relational and ethical process of people together attempting to accomplish positive change” (Komives, Lucas, & McMahon, 2013, p. 95) as cited in Shankman, Allen, & Haber-Curran, 2015, p. vii.)

- A process of “doing” leadership together
- Authentic relationships

Why Start Here?





# Daniel Goleman's (1995) Five Key Elements to EI

**SELFF**

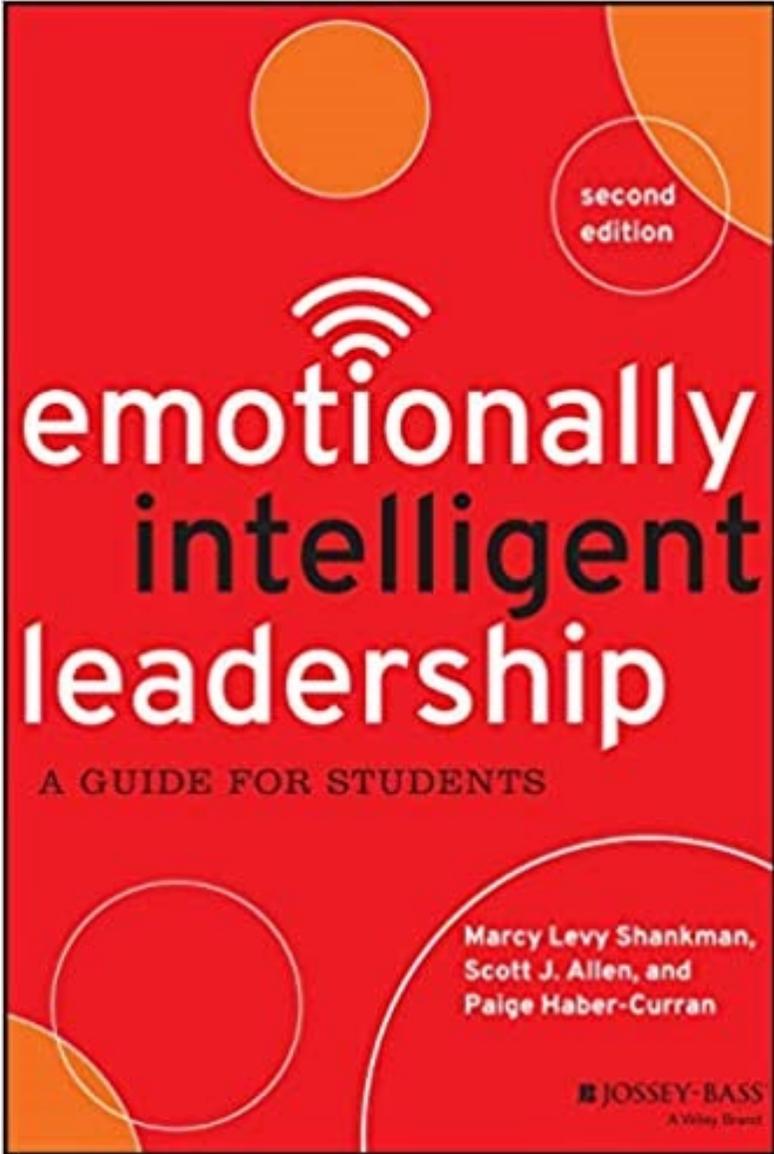
**Self-awareness ~ Self-regulation ~ Motivation ~ Empathy ~ Social skills**



# Emotional Intelligence

- **Identify** emotions
- **Use** emotions to influence how we think and what we think about
- **Understand** the underlying causes of emotions and how they'll change over time
- **Manage** with emotions by integrating wisdom of feelings into our thinking, decision-making, and actions

“A journey into yourself, into empathic understanding of others, and into sharpening your awareness of context...to help you reach a deeper, authentic understanding of others” (Shankman, Allen, & Haber-Curran, 2015, pp. viii-ix).



second  
edition

# emotionally intelligent leadership

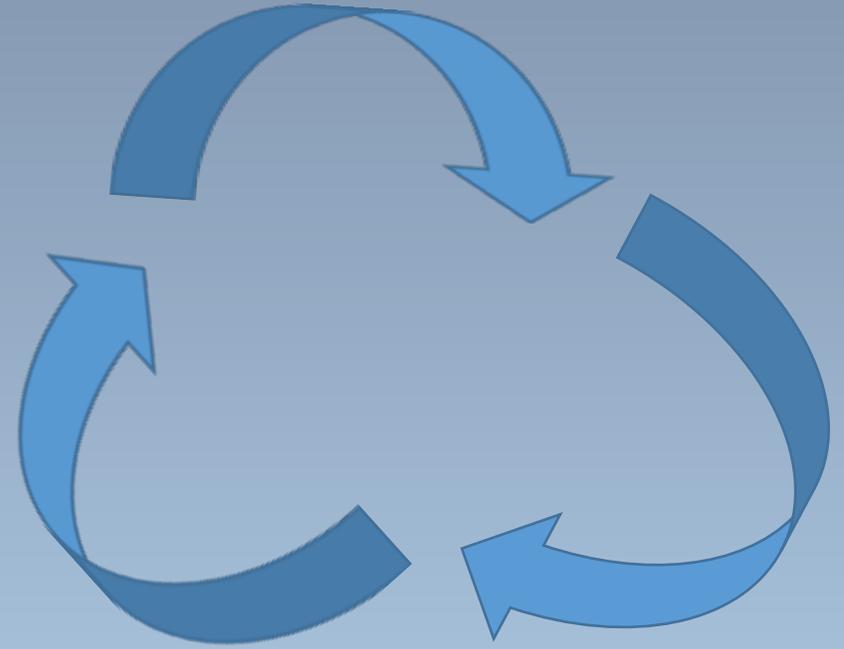
A GUIDE FOR STUDENTS

Marcy Levy Shankman,  
Scott J. Allen, and  
Palge Haber-Curran

**JOSSEY-BASS**  
A Wiley Brand

# EI - Intentionality of Action

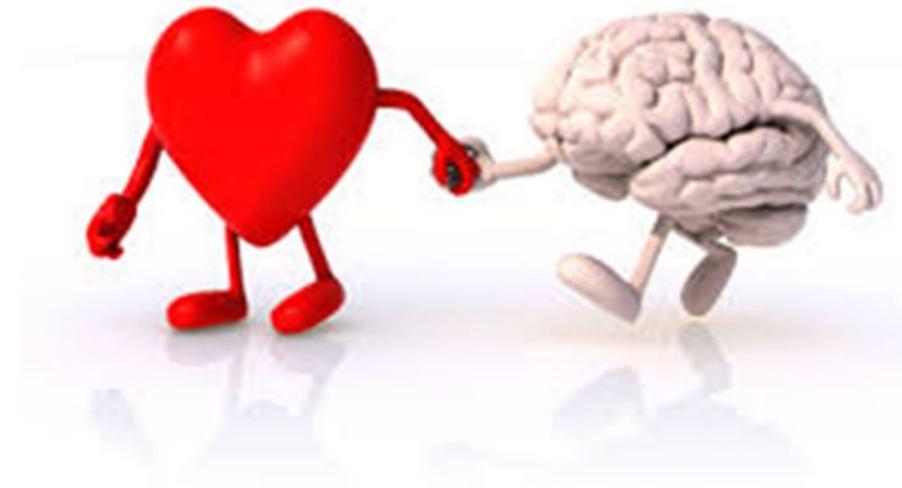
- Three core tenets
  - Consciousness of **Context**
  - Consciousness of **Self**
  - Consciousness of **Others**
- “the ability to monitor one’s own and others’ feelings and emotions to use the information to guide one’s thinking and actions” (Salovey & Mayer, 1990, p. 189 as cited in Shankman, Allen, Haber-Curran, 2015, p. 9)
- “the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships” (Goleman, 1998, p. 317, as cited in Shankman and Allen, 2008, p. 5).





# EI's Nineteen Capacities

- **Capacity** – “ability to perform or produce; capability” (p. 13)
- **Context** – the environment in which leaders and followers work
  - Analyzing the Group
  - Assessing the Environment
- **Self** – being aware of yourself in terms of your abilities and emotion
  - Emotional Self-Perception
  - Emotional Self-Control
  - Authenticity
  - Healthy Self-Esteem
  - Flexibility
  - Optimism
  - Initiative
  - Achievement



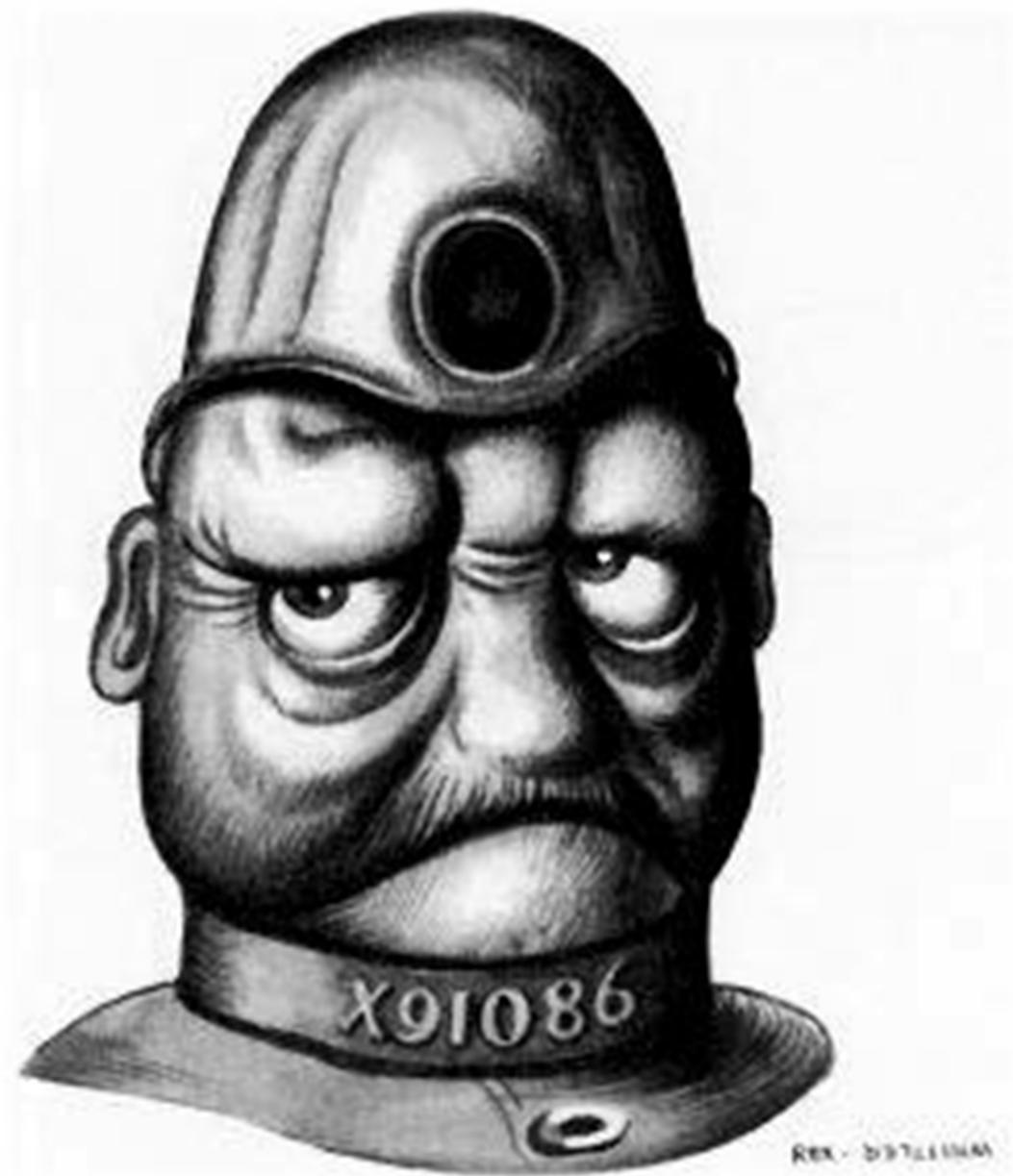
# EI's Nineteen Capacities

- **Others** – being aware of your relationship with others and the role they play in the leadership equation
  - Displaying Empathy
  - Inspiring Others
  - Coaching Others
  - Capitalizing on Difference
  - Developing Relationships
  - Building Teams
  - Demonstrating Citizenship
  - Managing Conflict
  - Facilitating Change



Context – Thinking  
**INTENTIONALLY**  
about the  
environment and  
those within said  
environment.





Picture found at [coopticalillusions.com](http://coopticalillusions.com).

REX - DUTLINAM



REX - DUTLINAM



**Self** – being aware of yourself in terms of your abilities and emotion

- Emotional Self-Perception
- Emotional Self-Control
- Authenticity
- Healthy Self-Esteem
- Flexibility
- Optimism
- Initiative
- Achievement







This is Sally and Les.  
They are my parents.  
This is their first 5K!

## Others – being aware of your relationship with others and the role they play in the leadership equation

- Displaying Empathy
- Inspiring Others
- Coaching Others
- Capitalizing on Difference
- Developing Relationships
- Building Teams
- Demonstrating Citizenship
- Managing Conflict
- Facilitating Change



# CROSS-CULTURAL PERSPECTIVES

Self Awareness ~ Knowledge - Skills



# Daniel Goleman's (1995) Five Key Elements to EI

**SELFF**

**[Self-awareness ~ Self-regulation ~ Motivation] ~ Empathy ~ Social skills**



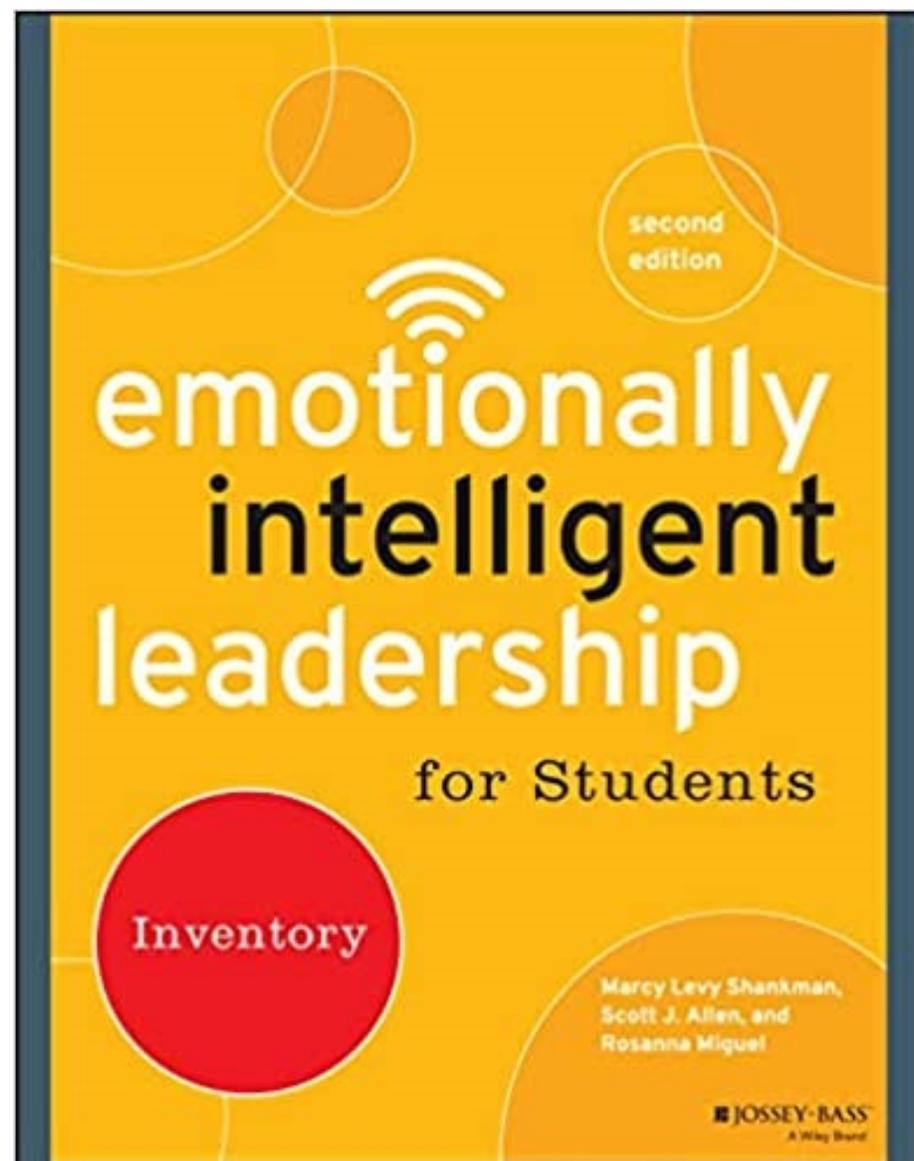
- “Worldviews are **learned** ways of perceiving one’s environment and, as a result, can become salient factors in shaping the way that individuals **perceive and respond to individuals and events** in their environment” (Brown & Landrum-Brown, 1995).
- “Different **worldviews** affect the supervisory process” (Page, 2003).





**TOUGH  
MUDDER**





second  
edition

emotionally  
intelligent  
leadership  
for Students

Inventory

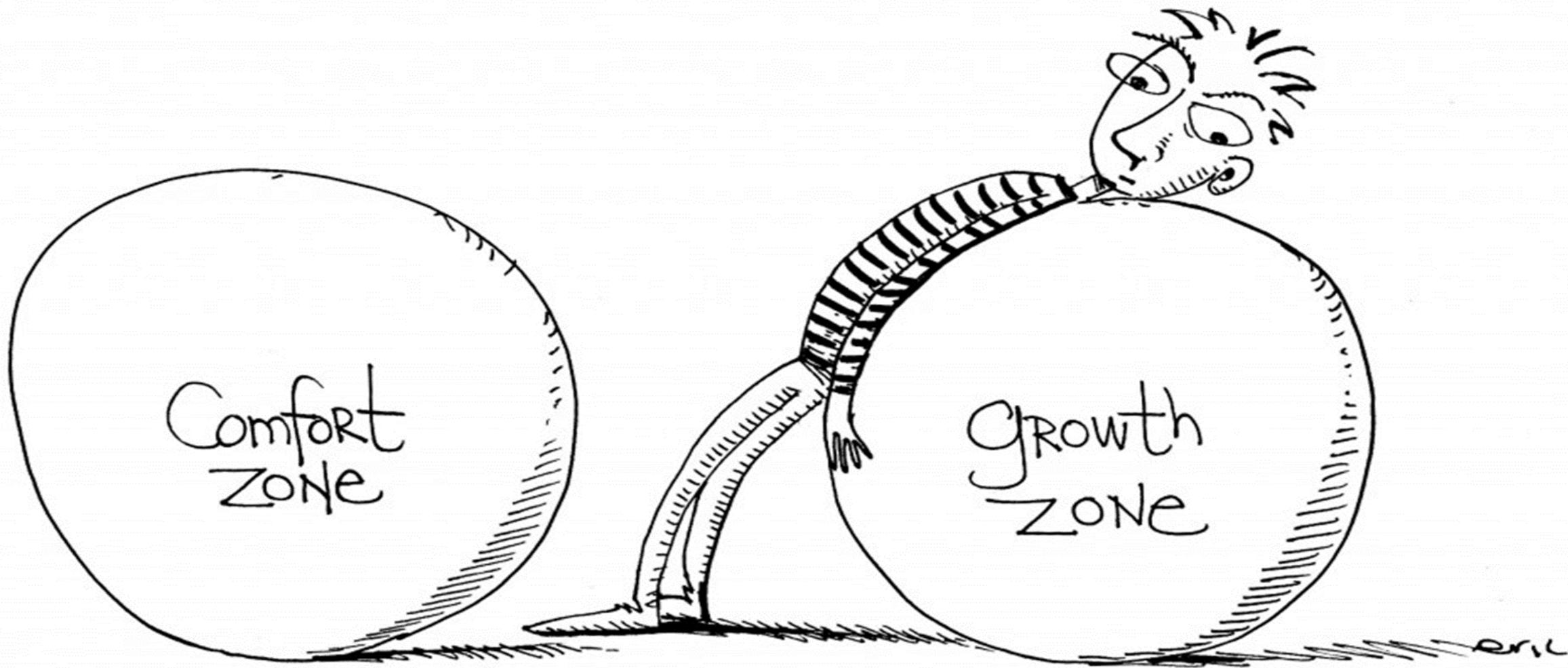
Marcy Levy Shankman,  
Scott J. Allen, and  
Rosanna Miquel

JOSSEY-BASS  
A Wiley Brand



~~Mathew R. Syp~~

Mathew R. Syp



Lean . . .

# Your turn!

Identify your three highest scores on your grid and the associated Consciousness Level

Identify your three lowest scores on your grid and the associated Consciousness Level

Break into small groups, discuss your ratings, AND, most importantly, develop learning edges you want to create to increase your EI.

# Final Thoughts?...and Thank You!!!

What short, mid-, and long-range goals will you create for yourself to increase your EI? What metrics will you use to measure success?

For more information, please contact me at:

Matthew R. Shupp  
mrshupp@ship.edu