

Emotional Intelligence: Applying EI during COVID-19

Informed by the webinar: *Navigating the Emotional Roller Coaster: Leveraging Emotional Intelligence to Lead in a Crisis* with Andrea Hoban presented by OHA May 6, 2020

Our emotions impact:

- Attention, memory & learning
- Decision-making ability
- Physical & mental health
- Relationship quality
- Creativity & overall performance

Emotional intelligence, the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically, is a critical leadership capability, especially in times in crisis. EI is an important part of *leading self*.

For a quick emotional intelligence self-assessment from LEADS, see p 2-3 of this document

Emotion contagion Emotions can be caught. In the workplace emotion contagion is associated with status and power, with the most powerful person in the room usually influencing others' emotional states.

Ask yourself **would I want people to catch what I'm feeling?** If not, this is an opportunity for emotion regulation.

Emotion regulation involves the ability to recognize one's emotions and use strategies to modulate them as needed

Think about what strategies already work for you. A few other examples...

- Take a breath
- Exercise
- Go outside
- Listen to music
- Self-talk
- Reframing
- Distraction
- Labelling

See *Coping with Corona: Applying Emotional Intelligence at Work and Home* from Oji Life Lab for more information, resources and strategies for leading with emotional intelligence in the time of COVID-19

The Quick Emotional Intelligence Self-Assessment

Circle the number that most closely represents your agreement with the following statements:

(0 = Never, 2 = Sometimes, 4 = Always)

<i>Statements</i>	<i>Score</i>
Emotional Awareness	
● I am able to stand apart from my thoughts and feelings and examine them	0 1 2 3 4
● My feelings are clear to me at any given moment	0 1 2 3 4
● Emotions play an important part in my life	0 1 2 3 4
● I am aware of how my moods impact the people around me	0 1 2 3 4
● I find it easy to put words to my feelings	0 1 2 3 4
● I am aware of whether my moods are easily affected by external events	0 1 2 3 4
● I can easily sense when I'm going to be angry	0 1 2 3 4
● I readily tell others my true feelings	0 1 2 3 4
● I find it easy to describe my feelings	0 1 2 3 4
● Even when I'm upset, I'm aware of what's happening to me	0 1 2 3 4
	TOTAL _____
Emotional Management	
● I accept responsibility for my reactions	0 1 2 3 4
● I find it easy to make goals and stick with them	0 1 2 3 4
● I am an emotionally balanced person	0 1 2 3 4
● I am a very patient person	0 1 2 3 4
● I can accept critical comments from others without becoming angry	0 1 2 3 4
● I maintain my composure, even during stressful times	0 1 2 3 4
● If an issue does not affect me directly, I don't let it bother me	0 1 2 3 4
● I can restrain myself when I feel anger towards someone	0 1 2 3 4
● I control urges to overindulge in things that could damage my well being	0 1 2 3 4
● I direct my energy into creative work or hobbies	0 1 2 3 4
	TOTAL _____

<i>Statements</i>	<i>Score</i>
<p>Social Emotional Awareness</p> <ul style="list-style-type: none"> ● I consider the impact of my decisions on other people ● I can tell easily tell if the people around me are becoming annoyed ● When people’s moods changes, I sense it ● I am able to be supportive when giving bad news to others ● I am generally able to understand the way other people feel ● My friends can tell me intimate things about themselves ● It is hard for me to see other people suffer ● I usually know when to speak and when to be silent ● I care what happens to other people ● When people’s plans change, I understand 	<p>0 1 2 3 4</p> <p>TOTAL_____</p>
<p>Relationship Management</p> <ul style="list-style-type: none"> ● I am able to show affection ● My relationships are safe places for me ● I find it easy to share my deep feelings with others ● I am good at motivating others ● I am a fairly cheerful person ● It is easy for me to make friends ● People tell me I am sociable and fun ● I like helping people ● Others can depend on me ● I am able to talk someone down if they are very upset 	<p>0 1 2 3 4</p> <p>TOTAL_____</p>

Scoring: Add up the scores for each domain to get a sense of one’s emotional effectiveness.

Measure the effectiveness of each competency by the following key:

- 0 – 24 Area for Enrichment: requires attention and development
- 25 – 34 Effective functioning: consider strengthening
- 35 – 40 Enhanced Skills: use as a leverage to develop weaker areas