

OSU Leadership Center

Emotional and Social Intelligence: Implications on Employee Health and Well-Being

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Description & Objectives

Understanding and applying the dynamics of emotional and social intelligence will increase one’s capacity as a leader, manager, and peer. Emotions are a part of each person, but we don’t always think about the role that emotions play in leading, decision making, working through difficult situations and providing feedback to others.

As a result of your participation, you will better understand the role of emotions to:

- Understand emotional intelligence and health & well-being.
- Identify strategies that can increase your EQ and one’s personal health and well-being.

“A set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.” – Multi-Health Systems, Inc.

Goleman’s EI-Based Theory of Performance: Emotional Intelligence



EQ Factors = Health and Well-Being

- **Self-Regard** - Accurately aware of and accept themselves.
- **Self-Actualization** - Pursue constructive personal goals.
- **Stress Tolerance** - Are capable of effectively managing their emotions.
- **Optimism** - Are optimistic.
- **Happiness** - Content with themselves, their significant others and life in general.

Self-Awareness

Self-awareness: Ability to not only understand your strengths & weaknesses, but to recognize your emotions and the impact they have on you.

- Self-Awareness is a foundational skill; when you have it, self-awareness makes the EQ skills much easier to use.
- A high degree of self-awareness requires a willingness to tolerate the discomfort of focusing on feelings that may be negative.
- _____ percent of people think they're self-aware, but only 10-15 percent actually are (Eurich, 2018).

Impact on Health and Well-Being

- Self -Regard
- Self-Actualization

Self-Management

Self-management: It’s what happens when you act – or do not act – your ability to use your awareness of your emotions to remain flexible and direct your behavior positively.

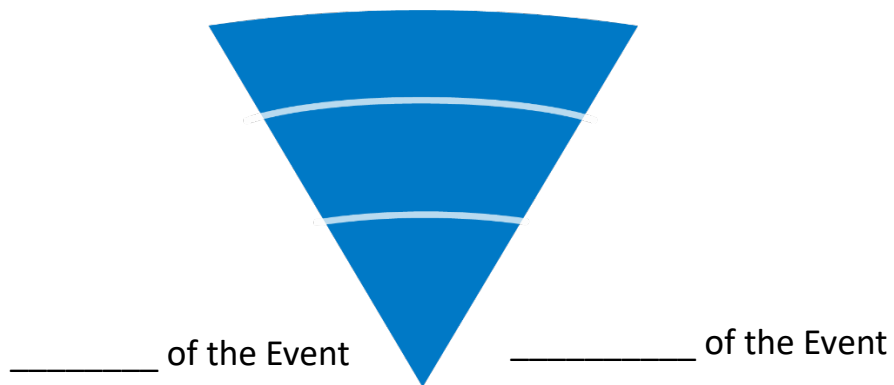
- Ability to resist or delay an impulse, drive, or temptation to act.
- Putting your momentary needs on hold to pursue larger, more important goals.

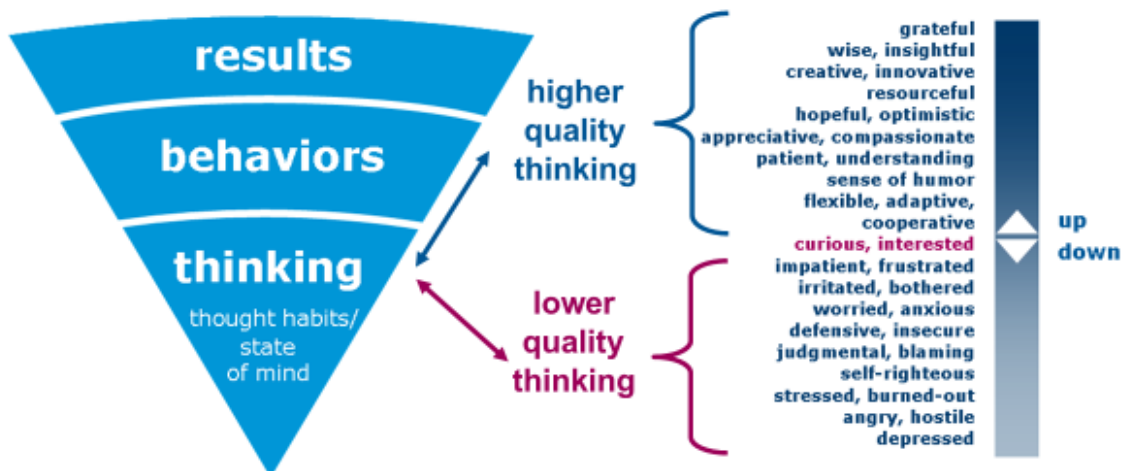
Ready - _____ - _____ Ready - _____ - _____

Fact or Fiction: How do facts of an event become fiction?

Something Happens

- Fact/Event – something happens between two people at work or in the household.
 - The fact/event is taken in.
 - Emotion added.
 - Evaluation made as bad.
 - It was intentional and judgment determined.
 - Conclusion: the person is so disrespectful and out to undermine me.
- The strengths of their/our confidence that they/we are right is their/our own judgment story.





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Impact on Health and Well-Being

- Self-Regard
- Self-Actualization
- Stress Tolerance
- Optimism

Social Awareness

Social awareness: Is your ability to accurately pick up on emotions in others and understand what is really going on with them.

- Empathy
 - Ability to be aware of, to understand, and to appreciate the feelings of others.
 - To non-judgmental put into words your understanding of the other person's perspective.

Relationship management

Relationship Management: Your ability to use your awareness of your own emotions and those of others to manage interactions successfully.

- The bond you build over time.
- The weaker the connection you have with someone, the harder it is to get your point across.
- The difference between an interaction and a relationship is a matter of frequency. It's a product of the quality, depth, and time you invest.
- It will take time and intentionality.

Hoelzel, 2021

EQ Factors & Health and Well-Being

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Emotional Intelligence & Work and Life Encounters

Decision Making

- It's not the suppression of emotion or the absence of emotion.
- Role of emotions – let the emotion inform you rather than the emotion driving the approach.
- Why do you feel the way you do? How should that inform your decision?
- Seeing the situation accurately and knowing when the emotion is impacting your objectivity.
- Self-control to allow the processing of the information.

Analysis of a Conflict Conversation/Situation

Briefly describe the issue – What happened or is happening:			
<i>You</i>		<i>The Other Party(ies)</i>	
	Emotions (what am I/other party feeling)		
	Interest (why are you/other person interested in the issue)		
	Why Care (what do I really care about in this conflict)		
	Contributions (how has each person potentially contributed to the problem)		
	Assumptions (what is believed without proof)		
	Needs & Values (what do you/other person need to feel good about the issue)		