EMOTIONAL INTELLIGENCE:
How Self-Awareness and Empathy Towards Others Builds Solid Library Relationships

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WHAT IS EMOTIONAL INTELLIGENCE?

- Self-aware
- Awareness of others
- Higher perception in verbal and non-verbal
- Prioritizing what to respond to and how
- Acceptance and confidence

What are they really saying?

Are they happy, mad, or sad?

What does their nonverbal cues say?
MYTHS OF EMOTIONAL INTELLIGENCE

- EI doesn’t really exist
- Your EQ is ‘soft’ and not tied to success
- It’s not awareness, it’s behavior changes
- EI is a personality trait
- You have it or you don’t
- EI makes you mentally weak
- Has no influence over decisions
- It’s all positive
- Nothing in common with the physical
- Emotional people have a high EQ
- Emotions have no place at work

Just because I cry a lot doesn’t make me weak.

Sadness is only one emotion. It doesn’t make me highly emotional.
HOW EMOTIONS IMPACT YOUR DECISIONS

- Emotions shape thought
- Contributes to assumptions
- Alters reality of time
- Make better decisions and lead to success
- EQ vs. IQ: Which is more important

Perception:
“Why is she so angry at me? I just asked her a question.”

Reality:
“I’m not angry. I’m confused and not sure how to answer.”
WAYS TO BE MORE SELF-AWARE

- Know thyself
- Know your impact
- Recognize self-consciousness
- Focus on others
- Get feedback
- Journal and reflect
- Be objective
- Make informed judgements

Self-awareness squashes altered perception of oneself.
RESPONDING VS. REACTING

- Respond rather than react
- Reacting only gives the other person what they want
- Don’t lower yourself to their level
- Assess if you are reacting destructively or responding constructively
- Responding looks similar, but intention is different

Reacting is immediate, impulsive, based on assumptions, gives in.

Responding sees past the emotion, uses intuition, redirects attention, doesn’t give in.
PRACTICE RESPONDING EXERCISES

- Pause
- Acknowledge the Emotion
- Question the Emotion
- Consequences or Desired Outcome
- Hindsight or Foresight
- Model Behavior

Pause and acknowledge:
Literal pause to acknowledge your initial emotions (i.e. anger, irritation)

Question and outcome:
Why are you feeling this way?
What are the consequences if I react negatively?

Hindsight and model behavior:
Visualize desired outcome when modeling best behavior

RESULTS EXCUSES
RESPONDING SCENARIO: PATRON

“Every time I come in here there are no computers!”

Instead of: “Maybe if you came in earlier or made a reservation you wouldn’t have that problem.” Pause, reflect and respond.

Response: “Computer reservations are always available so you have a designated time. If that doesn’t work for you, our slower times tend to be after 5 pm.”
RESPONDING SCENARIOS: WORKPLACE

“I didn’t expect you to be the lead on that project. Must be nice.”

Instead of: “If you have a problem with me, just say it?” Pause, reflect and respond.
Response: “Leadership is a lot of responsibility. I wasn’t aware you wanted to be the lead?” (Acknowledge what the person has said, not the sarcasm).
RESPONDING SCENARIO: WORSE CASE

Irate, yelling person that won’t stand to reason.

Option 1: Tell the person that in order for you to help them, talk with them, etc. you will need for them to speak calmly and more respectfully.

Option 2: “I will not accept being talked to like this. When you are ready to speak with me in a calm manner, I will be ready to listen. Until then I am walking away.”
MANAGING RELATIONSHIPS

- Emotional intelligence improves with age
- Negotiation factor emotional responses
  - Irritation, surprise, happiness, etc.
  - Think things through and offer a solution
  - Both parties need to be willing to adapt
- Empathize, Motivate, and Cope with Challenges
  - Use sense and sensibility
  - Recognize verbal and nonverbal intentions
  - Accurate perception of emotions prevents assumptions
  - Don’t assume incentives
  - Relationships are not a win/lose

Why is he yelling at me? I didn’t do anything.

Why doesn’t she understand? When I give, I expect her to give right back.
APPLYING EMOTIONAL INTELLIGENCE AT WORK

- EI appraisals maintain healthy working relationships
- Ability-based EI increases better workplace behavior
- Applying EI goes beyond vulnerable situations  
  - Positive environment  
  - Allow conversations and interactions among coworkers  
  - Display empathy  
  - Encourage praise  
  - Transparent communication  
  - Leaders serve as a role model  
  - Work collaboratively
- Less likely to be exposed to bullying  
  - Enforce policies for zero tolerance bullying behavior  
  - Recognize effective communication
- Leaders EI positively impacts performance through engagement and openness
- An emotionally intelligent workplace is a happy workplace

Appraise, Train,  
Allow space to talk openly

- Where do you work best?  
- What makes you and others not work well together?
Emotionally intelligent workplaces are happy workplaces

- Communicate directly
- Respond instead of react
- Active listening
- Self-motivation
- Self-awareness
  - Identify your triggers
  - Clarify your values and biases
  - Recognize the effects of low EI
- Constructive criticism
- Take initiative
- Be approachable
- Maintain healthy relationships
- Stay positive
- Calm under pressure
RESOURCES


RESOURCES CONTINUED


Web resources:
What is EI?
https://www.verywellmind.com/what-is-emotional-intelligence-2795423
EI
https://www.psychologytoday.com/us/basics/emotional-intelligence
Utilizing EI in the workplace
Why EI is more important than IQ
IQ vs. EQ what’s the difference?
https://www.verywellmind.com/iq-or-eq-which-one-is-more-important-2795287
Train your mind to respond and not react
https://www.linkedin.com/pulse/train-your-mind-respond-react-rajesh-choudhary-stmp
6 practical ways to become more self-aware
How to be more self-aware and why it’s important
Emotional Intelligence skills and how to develop them
https://positivepsychology.com/emotional-intelligence-skills/
How to improve EI in nine steps
https://www.indeed.com/career-advice/career-development/how-to-improve-emotional-intelligence
10 ways to increase your EI
https://www.inc.com/young-entrepreneur-council/10-ways-to-increase-your-emotional-intelligence.html