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# EMOTIONAL INTELLIGENCE

By DANIEL GOLEMAN

## ARISTOTLE'S CHALLENGE

- “Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way—that is not easy.” – ARISTOTLE, The Nichomachean Ethics
- The problem is often not with an emotion, but the “appropriateness” of a particular emotion.

## PART I: THE EMOTIONAL BRAIN

### 1: WHAT ARE EMOTIONS FOR?

- Any view of human nature that ignores our emotions is very shortsighted.
- Emotions are essentially impulses to act.
- Our two minds.
  - The rational mind.
  - The emotional mind.
  - They operate in tight harmony most of the time.
- The most ancient root of our emotional life is our sense of smell.
- Always remember that there was an emotional brain long before there was a rational one.
  - Sense of smell is oldest root of our emotional life.
  - Told the body to bite, spit, flee, chase, etc.
- Learning and memory are two powerful tools.
  - Allowed us to become much smarter.

## 2: ANATOMY OF AN EMOTIONAL HIJACKING

- “Life is a comedy for those who think and a tragedy for those who feel.” -Horace Walpole
- Limbic brain “hijacks” the rest of the brain. This is what people call it when they “lose it.” Blowing up.
- It is the amygdala that asks, “Is this something I hate? That hurts me? Something I fear?” If the answer is “yes,” the amygdala reacts instantaneously, transmitting crisis to the rest of the brain.
- The hippocampus is the part of the brain that recognizes the face of your cousin. The amygdala is the part that adds that you don’t really like her. The more intense the amygdala arousal, the more vivid the memory. We all know where we were when the Challenger exploded, etc.
- Problem is that we can react to out of date data. We are using patterns from the past when those patterns may have changed.
- Many of these patterns are established when we were children.
- When your control over your emotional life is impaired, it can affect your ability to comprehend and concentrate.

## PART II: THE NATURE OF EMOTIONAL INTELLIGENCE

### 3: WHY SMART IS DUMB

- Academic intelligence has very little to do with emotional intelligence.
- People with very high IQs can be stunningly poor pilots of their personal lives.
- **Emotional intelligence:** abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one’s moods and keep distress from swamping the ability to think; to empathize and to hope.
- **Emotional Intelligence and Destiny.**
- People with well-developed emotional skills are also more likely to be content and effective in their lives, mastering the habits of mind that foster their own productivity; people who cannot marshal some control over their emotional life fight inner battles that sabotage their ability for focused work and clear thought.
- Interpersonal intelligence is the ability to understand other people: what motivates them, how they work, how to work cooperatively with them. Successful salespeople, politicians, teachers, clinicians, and religious leaders are all likely to be individuals with high degrees of interpersonal intelligence. Intrapersonal intelligence ... is a correlative ability, turned inward. It is a capacity to form an accurate, veridical model of oneself and to be able to use that model to operate effectively in life.

- **Domains of Emotional Intelligence**
  - Self Awareness
    - Knowing one's emotions.
    - An inability to notice our own feelings leaves us at their mercy.
  - Managing Emotions
    - Handling feelings so that they are appropriate.
    - Ability to bounce back from negative emotions.
  - Motivating Oneself
    - Gathering your emotions in the service of a goal.
    - How do you get into "flow"?
  - Recognizing Emotions in Others
    - Fundamental "people skill."
  - Handling Relationships
    - Relationships are basically managing the emotions of others.
- **IQ and Emotional Intelligence: Pure Types**

#### 4: KNOW THYSELF

- Knowing yourself and your feelings is the cornerstone of emotional intelligence.
  - Metacognition. Awareness of our thought process.
  - Metamood. Awareness of one's own emotions.
- Could be the difference between being consumed by murderous rage and recognizing that this is anger that I am feeling and here is how I got here.
- Nonreactive, nonjudgmental attention to inner states.
  - The concept of "don't think about it" is not where you need to go. Think about it!
  - Ignoring it and trying to "think positive" to cheer yourself up.
  - Or "I shouldn't feel this way" to guilt out of thinking about it.
- When we tell a child to "stop hitting" their brother, we may stop the hitting, but the anger still simmers.
  - Self awareness digs to cure the anger.
- Styles for dealing with emotions
  - Self aware.
    - Aware of their moods.
    - Clarity about emotions.

- Engulged
  - Feel swamped by their emotions and helpless to escape them.
- Accepting
  - Clear about what they are feeling and accept their moods. Don't try to change them.
- The key to making better personal decisions is to be in tune with our feelings.
- Two levels of emotion, conscious and unconscious.

## 5: PASSION'S SLAVES

- When emotions are too muted, they create dullness and distance.  
When out of control, they become pathological.
- **The Anatomy of Rage**
  - "Anger is never without reason, but seldom a good one." Ben Franklin
  - Anger is the mood that people are the worst at controlling. It is the most seductive of emotions with its self-righteousness. It is energizing, exhilarating.
  - Combat anger
    - #1: To combat anger, must challenge the self-righteous premise.
    - #2: Go to a calmer environment where there will be less triggers for rage.
  - At the root of it is a sense of being endangered.
  - Giving vent to anger does little to dispel it. It is one of the worst ways to cool down.
- Worry
  - It is a rehearsal of what might go wrong and how to deal with it. Low grade emotional hijacking.