EMOTIONAL INTELLIGENCE
THE WORLD OF WORK PODCAST
SERIES 1
EPISODE 2

THE WORLD OF WORK PODCAST
thewowpodcast.org
@theWOWpodcast

THE WORLD OF WORK PODCAST
HELPING YOU SUCCEED IN THE WORLD OF WORK

www.thewowpodcast.org
jj@thewowpodcast.org
**S01.E02 - EMOTIONAL INTELLIGENCE**

J&J discuss neuroscience, the “fight or flight” response, why emotions matter in the workplace and the five domains of emotional intelligence, as well as sharing hints and tips on improving your own emotional intelligence.

---

**DEFINITION DISCUSSION**

<table>
<thead>
<tr>
<th>Emotions</th>
<th>An emotion is a feeling such as happiness, love, fear, anger, or hatred, which can be caused by the situation that you are in or the people you are with.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligence</td>
<td>Intelligence is the ability to think, reason, and understand instead of doing things automatically or by instinct.</td>
</tr>
<tr>
<td>Empathy</td>
<td>Empathy is the ability to share another person’s feelings and emotions as if they were your own.</td>
</tr>
<tr>
<td>Neuro-Science</td>
<td>the study of the anatomy, physiology, biochemistry, and pharmacology of the nervous system</td>
</tr>
<tr>
<td>Psychology</td>
<td>Psychology is the scientific study of the human mind and the reasons for people's behaviour.</td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>Emotional Intelligence is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behaviour, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s)</td>
</tr>
</tbody>
</table>

---

**THE WORLD OF WORK PODCAST**
HELPING YOU SUCCEED IN THE WORLD OF WORK

[www.thewowpodcast.org](http://www.thewowpodcast.org)
jj@thewowpodcast.org
S01.E02 - EMOTIONAL INTELLIGENCE

J&J discuss neuroscience, the “fight or flight” response, why emotions matter in the workplace and the five domains of emotional intelligence, as well as sharing hints and tips on improving your emotional intelligence.

### RESEARCH ROUNDUP

**NEURO BASICS**

Emotions are life-savers. They physically and mentally prepare us for what our minds expect the future to hold. For example, fear moves our blood to large muscles so we can run more effectively and grief slows us down so we’re less likely to put ourselves in dangerous situations.

- **Our senses**, e.g. sight and sound, receive information and pass it to our Neo-Cortex and Limbic system.
- **Our neocortex** analyses the info rationally. It calculates, predicts and suggests courses of action.
- **Our amygdala** compares the info to our memories to look for threats. If it finds one, it initiates the “Fight or Flight” response.
- **Hormones like adrenalin** are released when the “Fight or Flight” system is initiated. The body focusses on physical survival and prepares for action. The neocortex is over-ruled while the amygdala takes charge to keep us alive. While this system is great for escaping tigers in the wild, it’s very unhelpful when it comes to making late changes to a PowerPoint deck...

**OUR EMOTIONS**

Understanding and managing the impacts of our, and others’, emotions on our actions and behaviours is critical in the workplace. It’s a key skill that enables high performance and effective collaboration.

### LIST OF THE WEEK – THE 5 DOMAINS OF EMOTIONAL INTELLIGENCE

<table>
<thead>
<tr>
<th>KNOWING YOUR EMOTIONS</th>
<th>MANAGING YOUR EMOTIONS</th>
<th>RECOGNIZING OTHERS’ EMOTIONS</th>
<th>HANDLING RELATIONSHIPS</th>
<th>MOTIVATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding how you normally feel, what triggers new emotions in you and your mental and physical signs of emotion will help you monitor how you’re feeling and recognise new emotions as they occur.</td>
<td>Creating strategies to help you return to your emotional baseline (e.g. counting to 10) will help overcome a “highjack”. Boosting your core emotional strength (e.g. through exercise or meditation) can help reduce the likelihood of hijacks occurring.</td>
<td>Getting to know people, understanding what their “normal” emotional states are like, reflecting on non-verbal communications and emotionally “putting yourself in their shoes” can all help you recognize the emotions other are feeling.</td>
<td>Through empathizing and understanding the emotions of others it’s possible to understand their emotional wants and needs. Considering and engaging appropriately to these wants and needs is a key aspect of maintaining great relationships.</td>
<td>Motivation is an emotional state and is a key factor of success in the workplace, often more so than ability. To stay motivated pursue your passions, set ambitious but achievable goals, celebrate your successes and aim to adopt a positive outlook.</td>
</tr>
</tbody>
</table>

---

**THE WORLD OF WORK PODCAST**

**HELPING YOU SUCCEED IN THE WORLD OF WORK**

www.thewowpodcast.org
jj@thewowpodcast.org