

Emotional Intelligence in a Job Search

Job Assistance Ministry November 20, 2019



Agenda

- Emotional Intelligence (EI) Defined
- Why EI is Important
- Evaluating your EI
- Demonstrating EI

Emotional Intelligence (EI)

The ability to motivate oneself and persist in the face of frustrations

Control impulse and delay gratification

Regulate one's moods and keep distress from swamping the ability to think

Empathize and to hope

- Daniel Goleman, Emotional Intelligence



DR. SHELDON COOPER

"You can't have a rational argument with this man"

5 Basic
Emotional and
Social
Competencies

Self-awareness

Self-regulation

Motivation

Empathy

Social Skills

Self-awareness

“Knowing
what we are
feeling in the
moment...”



A photograph of wooden letter tiles on a wooden surface. The tiles are arranged to spell out the word 'CONTAIN'. The tiles are light-colored wood with black letters. The letters are: C, O, N, T, A, I, N. The tiles are scattered around, with some showing the number '1' on their bottom. The background is a wooden surface.

Self-regulation

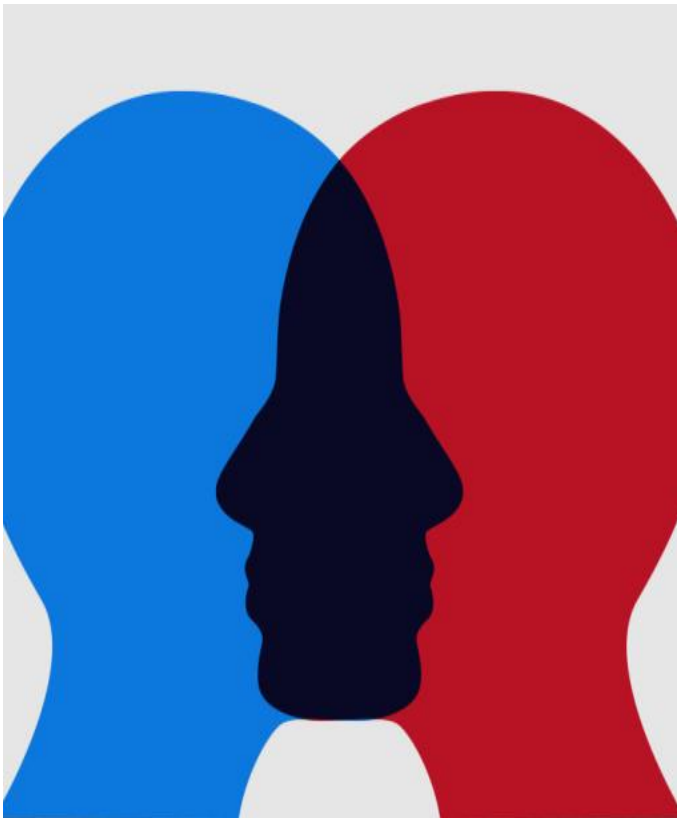
“...Being conscientious and delaying gratification to pursue goals...”

Motivation

“...to help us
take
initiative and
strive to
improve...”

Empathy

“Sensing
what
people are
feeling,
being able
to take
their
perspective
...”



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Social Skills

“Handling emotions in relationships well and accurately reading social situations and networks; interacting smoothly...”

What EI is not

Merely “being nice”

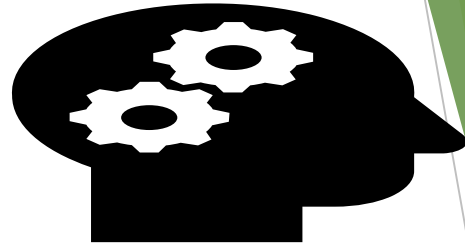
Giving free rein to feelings

Impacted by gender

‘Fixed’, it can continue to develop

Why EI is Important

Our Two Minds



Emotional Mind

- Impulsive
- Powerful
- Sometimes Illogical

Rational Mind

- Awareness
- Thoughtful
- Able to ponder and reflect

First Came
Feelings,
Then Came
Thoughts

The emotional brain
existed long before
there was a rational
brain

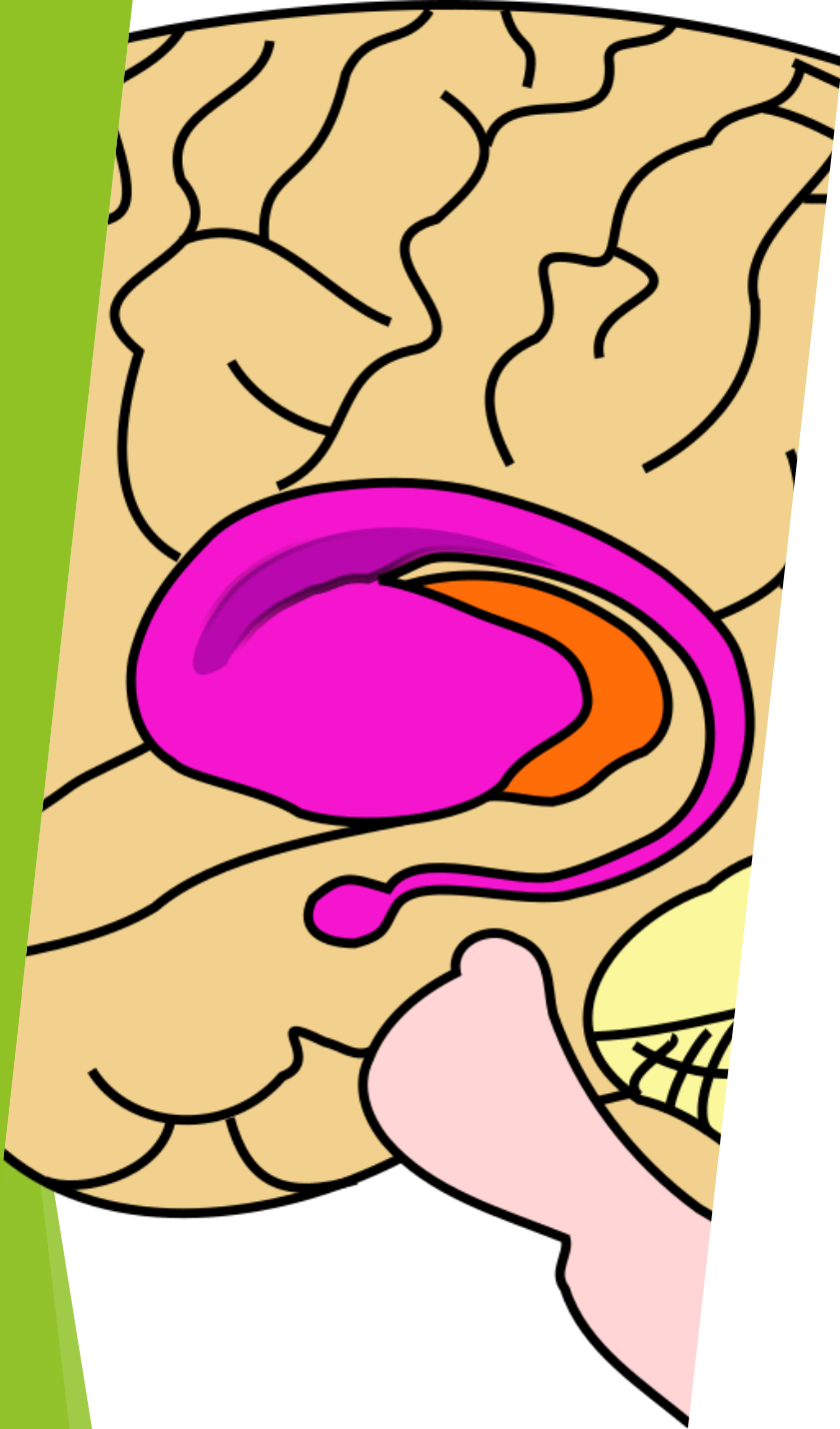
As we evolved, the brain
became more complex,
ultimately allowing for
learning and memory

Evolved
Human Brain

*We have the
ability to have
feelings about
our feelings*

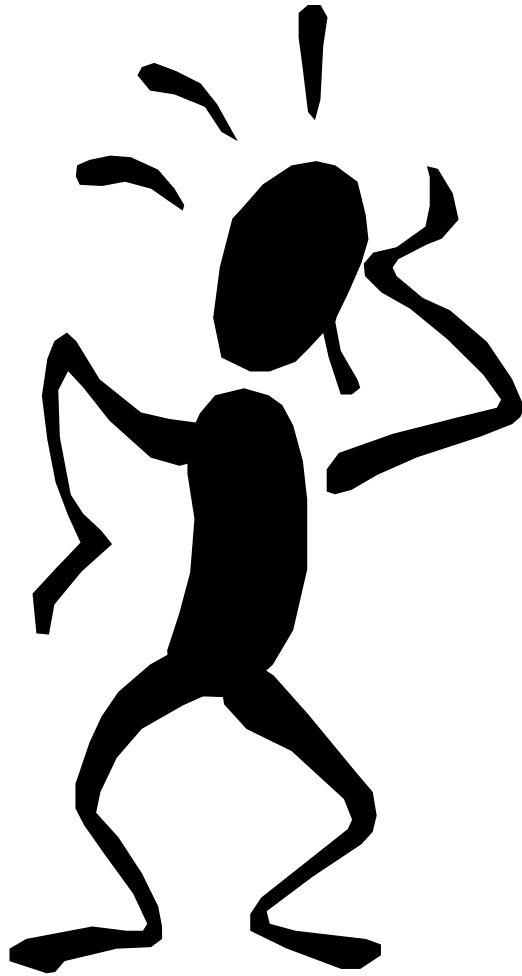
The Equipment





Amygdala

- ▶ Emotional matters specialist
- ▶ Emotional memory storehouse



Emotional Hijacking



Strategies for Beating a Hijacking

- ▶ Use the 6 second rule
- ▶ Use humor or empathy to neutralize your reaction

Strategies for Beating a Hijacking

- ▶ Identify the cause
- ▶ Use that info to learn to prevent the same response



Multiple Intelligences

IQ contributes about
20 % to the factors
that determine life
success

80 % of success seems
to be attributable to
'other factors',
including EI

Multiple Intelligences

Data suggests that EI can be as powerful, or more powerful, than IQ

In our current world, no intelligence is deemed more important than the *interpersonal*

El Bottom Line

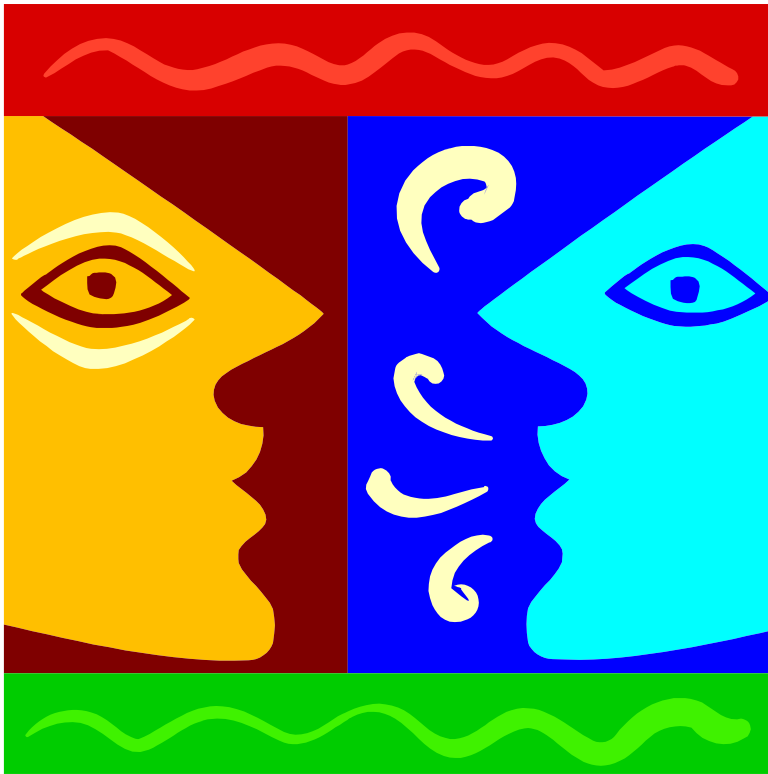
People skills are
essential to our success

People skills can be
learned

All business is a
relationship business

Evaluating your ▶EI

A tongue in cheek exercise



How Sharp are Your Soft Skills?

By Kathy Simmons

Demonstrating EI

Increase Your Search Success

Seeking Candidates who can:



Admit and learn from their mistakes



Keep emotions in check



Have thoughtful discussions on tough issues



Listen as much or more than they talk



Take criticism well



Show grace under pressure

Self- awareness

Knowing one's internal states, preferences, resources, and intuitions

- Emotional awareness
- Accurate self-assessment
- Self-confidence



Self-regulation



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Managing one's internal states, impulses and resources

- Self-control
- Trustworthiness
- Conscientiousness
- Adaptability
- Innovation

Motivation

Emotional tendencies that guide or facilitate reaching goals

- Achievement drive
- Commitment
- Initiative
- Optimism

A green paper bag with the text "MAKE THINGS HAPPEN" written on it in black marker. The bag is crumpled and has a yellow tag attached to it. The background is a textured, light brown surface.

MAKE
THINGS
HAPPEN



Empathy

Awareness of other's feelings, needs and concerns

- Understanding others
- Service orientation
- Leveraging diversity
- Political awareness

Adeptness at
inducing desirable
responses in others

Social Skills

Communication
Leadership

- Building bonds

- Collaboration and
cooperation

- Influence

Why New Hires Fail

Coachability 26%

Emotional Intelligence 23%

Motivation 17%

Temperament 15%

Technical Competence 11%

- Leadership IQ

Interview Strategy

Almost every question asked in an interview is designed to explore your character and not your expertise

Behavioral Interview questions are opportunities to showcase your EI

Strategy Continued

Prepare answers to behavioral based questions *prior* to an interview.

Script out responses in SOAR/STAR format



“To be successful
in a job hunt....

...you will need to be
able to tell your
story in a way that
makes it obvious you
have the emotional
intelligence ... to get
the job done.”

Reference Strategy

Recruiters may ask your references about your EI

- Prepare them to share specific behavioral examples
- Remind them of a time when you were especially effective at

Most Important

Know yourself
and where you
are at the
moment
emotionally



- ▶ “There is opportunity for those in transition to utilize transition to develop life skills which will add immediate value to growing organizations and communities in the emerging future.”

- Emotional Intelligence for the Job Seeker

“There is an old-fashioned word for this growth in Emotional Intelligence: **maturity.**”

- Daniel Goleman,
Working with Emotional
Intelligence



OTIONAL
LLIGENCE

Questions?



TIME

“Life is change; growth
is optional. Choose
wisely.”

- Karen Kaiser Clark

sources

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- ▶ Working with Emotional Intelligence, Daniel Goleman
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- ▶ <http://,asable.com/2014/07/06/emotional-intelligence-job-search>
- ▶ <http://CareerWisdomCoach.com>

Videos

- ▶ Option B:

<https://optionb.org/build-resilience/lessons/self-confidence-self-compassion>

- ▶ Inside Out

<https://www.youtube.com/watch?v=WgRzg7Bfzog>

<https://www.youtube.com/watch?v=kdhjztWMnVw>