



# Boost your EQ!

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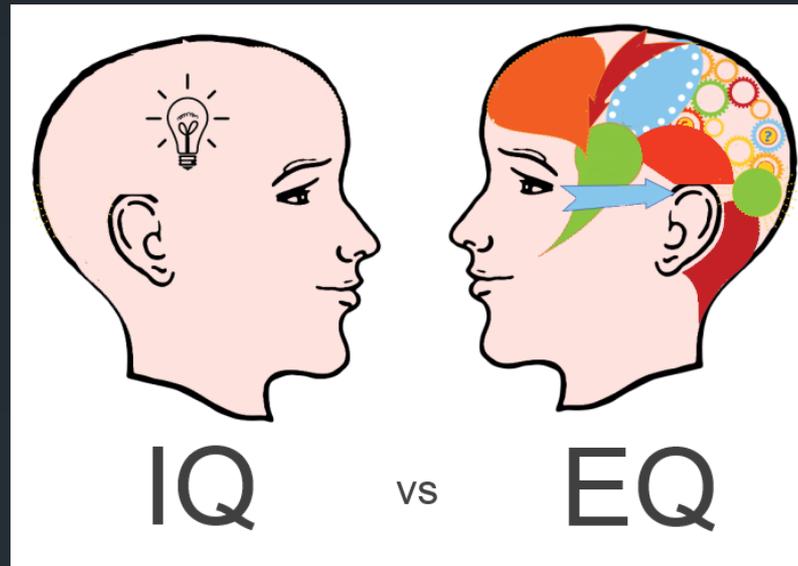
# Agenda

## Emotional Intelligence

- What is EQ?
- Why is it important?
- How can apply these concepts in the workplace?

## Myers-Briggs

- What is Myers-Briggs Type Indicator (MBTI)?
- What is the MBTI's utility in the workplace?
- How can apply these ideas on the job?

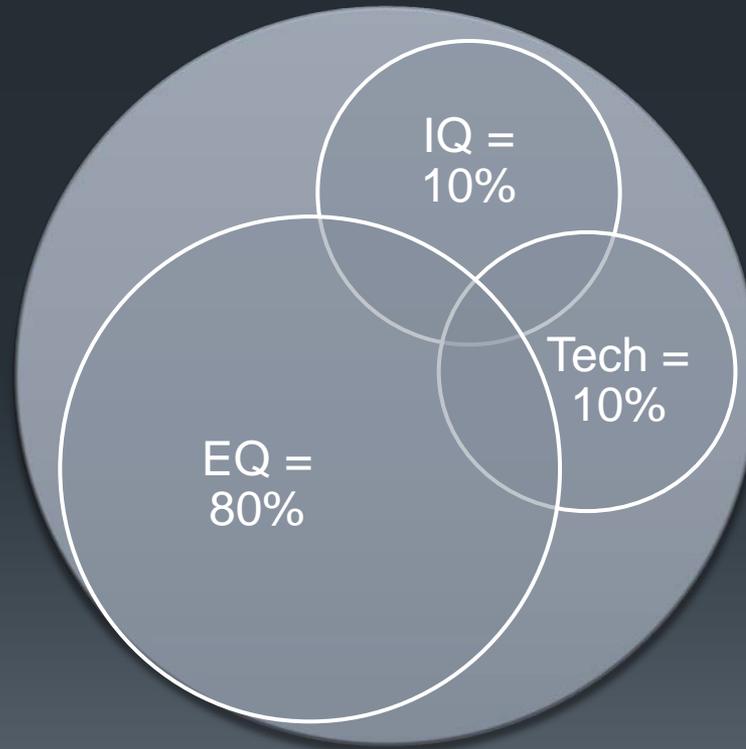


*A set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way*

## Emotional Intelligence (“EQ”)

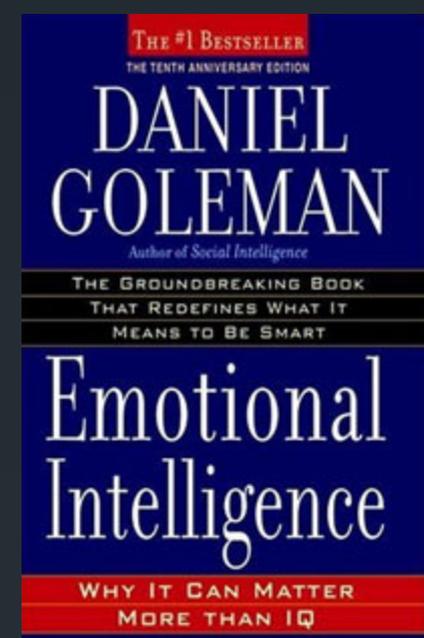


# EQ → Effective Leaders



# Four Domains of EQ

	WHAT I SEE	WHAT I DO
WITH ME	<b>Self-Awareness</b>	<b>Self-Management</b>
WITH OTHERS	<b>Social Awareness</b>	<b>Relationship Management</b>



# Self-Awareness

	WHAT I SEE	WHAT I DO
WITH ME	Self-Awareness	Self-Management
WITH OTHERS	Social Awareness	Relationship Management

*The ability and tendency to know what you are feeling, telling one emotion from another, and seeing the logical cause*

- **Low** Emotional Self-Awareness results in feedback that you appear emotionally unaware or immature, misunderstand others, feel misunderstood and/or deny your feelings
- **High** Emotional Self-Awareness results in knowing what you're feeling and why
- **Over-done** Emotional Self-Awareness comes across as selfish, self-centered, self-indulgent and/or inattentive to others' needs

# Self-Management

	WHAT I SEE	WHAT I DO
WITH ME	Self-Awareness	Self-Management
WITH OTHERS	Social Awareness	Relationship Management

*The ability and willingness to delay an initial temptation to say or do something – to filter action or expression as appropriate*

- **Low** Self-Management results in feedback that you are rash, seem impatient and/or start talking and never stop
- **High** Self-Management results in feedback that you resist or delay impulses and temptations to act
- **Over-done** Self-Management can come across as repressed, stifled, unwilling to be spontaneous and/or inhibited

# Social Awareness

	WHAT I SEE	WHAT I DO
WITH ME	Self-Awareness	Self-Management
WITH OTHERS	Social Awareness	Relationship Management

*The ability and willingness to take notice of, and be sensitive to, others' needs and feelings*

- **Low** Social Awareness results in feedback that you are inattentive to others' feelings, that you lack feeling or compassion, emotionally detached and/or self-centered
- **High** Social Awareness results in feedback that you stay attuned to others needs and feelings
- **Over-done** Social Awareness can come across as emotionally dependent, clingy, conflict averse and/or dishonest – withholding the truth when it may hurt

	WHAT I SEE	WHAT I DO
WITH ME	Self-Awareness	Self-Management
WITH OTHERS	Social Awareness	Relationship Management

# Relationship Management

*The ability and tendency to give and receive trust and compassion, and to establish and maintain mutually satisfying personal relationships*

- **Low** Relationship Management results in feedback that you withdraw from others, seem unfriendly or a loner and that you may be cold/hard to know
- **High** Relationship Management results in feedback that you build and nurture relationships well
- **Over-done** Relationship Management can come across as inappropriately familiar, too free disclosing personal information, co-dependent or unwilling to be alone

# Four Domains of EQ

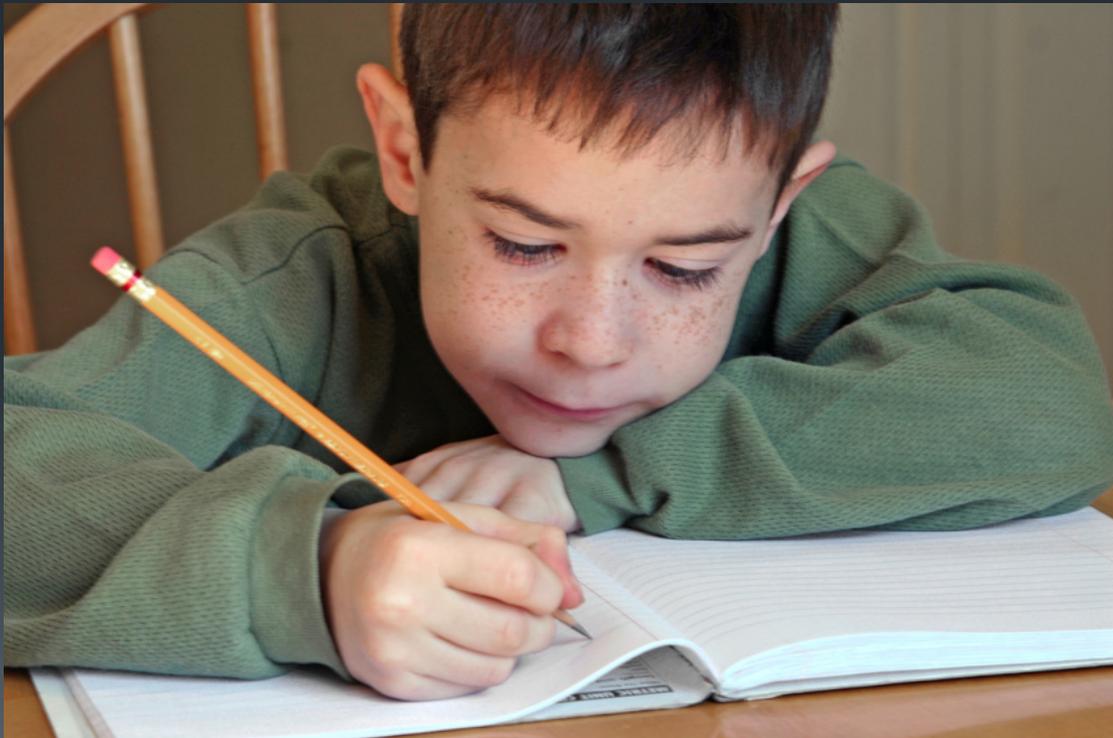
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# Assessment → Awareness

- DiSC
- Strengths Finder
- Color Palette (PACE)
- Work Values Assessment
- Thomas-Kilmann Conflict Mode Instrument (TKI)
- EQi
- 360 Survey or Simulations/Immersion Exercises
- Myers-Briggs Type Indicator (MBTI)

# Understanding Preference

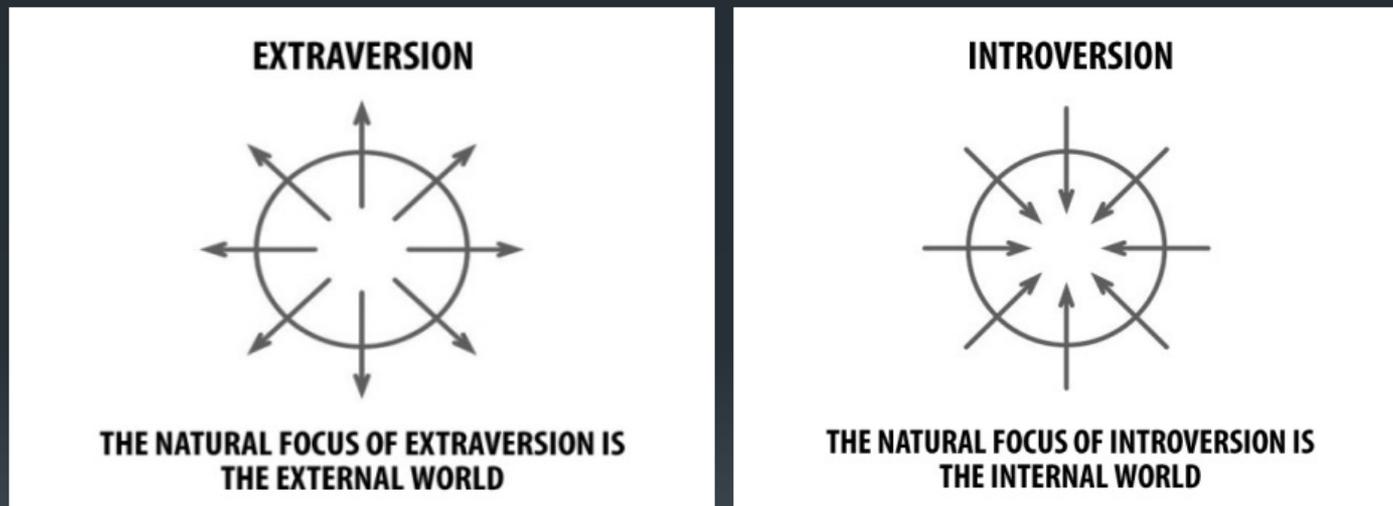




# MBTI: The Four Dichotomies

1. **Extraversion (E) or Introversion (I)** = Where we focus our energy/attention
2. **Sensing (S) or Intuition (N)** = How we process information
3. **Thinking (T) or Feeling (F)** = How we make decisions
4. **Judgment (J) or Perception (P)** = How we interact with our environment, using structure or adaptation.

# Extraversion or Introversion



The direction in which we focus our attention, interest, and energy.

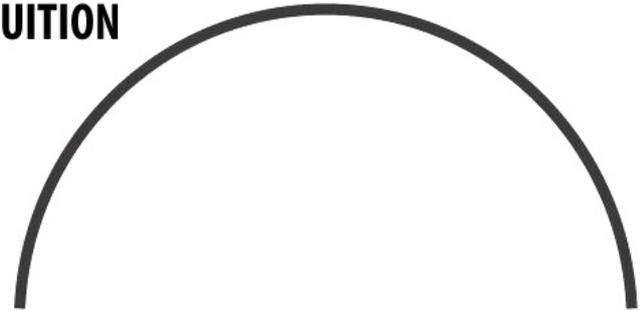
# Sensing or iNtuition

## SENSING



TAKING IN AND PRESENTING INFORMATION IN A SEQUENTIAL,  
STEP BY STEP WAY

## INTUITION



TAKING IN AND PRESENTING INFORMATION IN A SNAP SHOT  
OR BIG PICTURE WAY

The way our brains process information and the kind of information we like and trust.





# How we process information

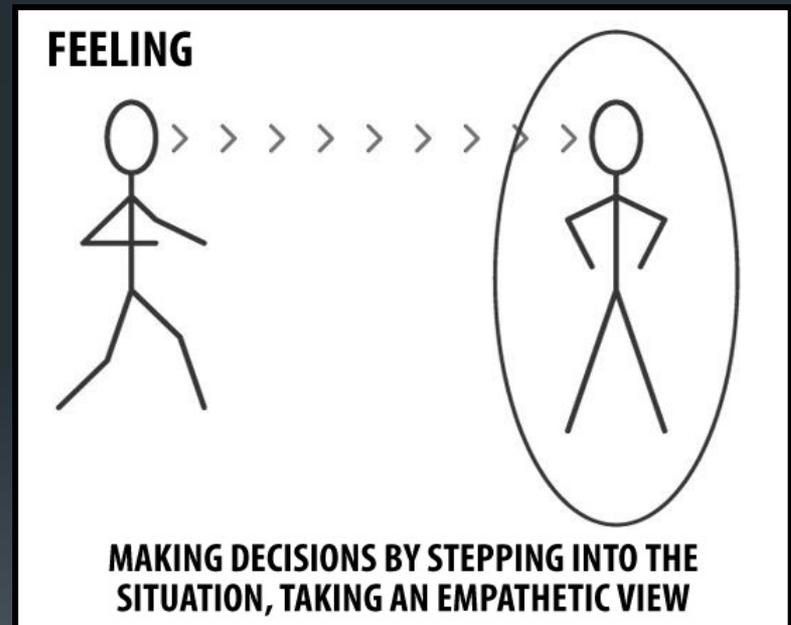
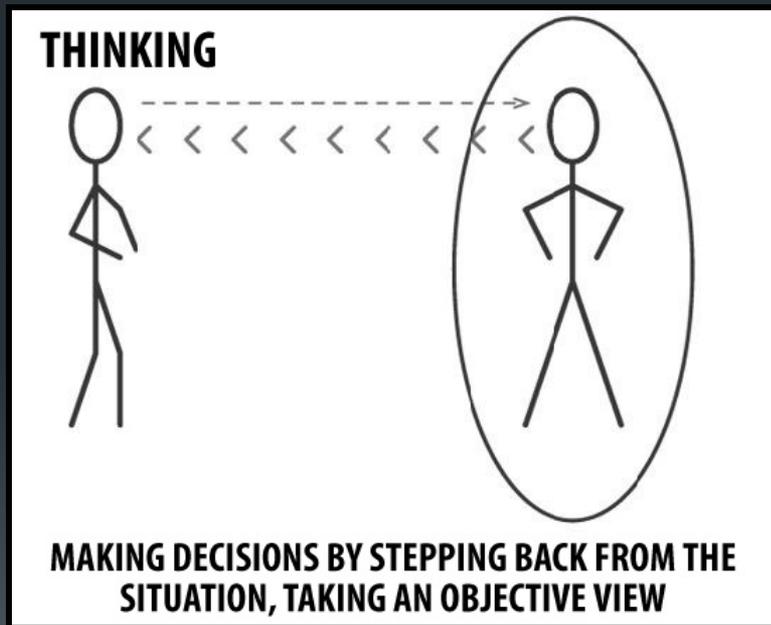
## Sensing

- Oriented towards present realities, what IS
- Factual, concrete
- Observe and remember specifics
- Trust experience

## Intuiting

- Orientated towards future realities, what COULD BE
- Imaginative and verbally creative
- Focus on patterns and meaning
- Trust inspiration

# Thinking or Feeling



The way we make decisions.





# How we make decisions

## Thinking

- Analytics
- Use cause-and-effect reasoning
- Solve problems with logic
- Fair- Want everyone treated equally

## Feeling

- Empathetic
- Guided by personal values
- Solve problems focusing on impact on people
- Fair- Want everyone treated as an individual

# Judging and Perceiving

**JUDGING**



**A PLANNED APPROACH TO MEETING THE DEADLINE  
IN A SCHEDULED WAY**

**PERCEIVING**

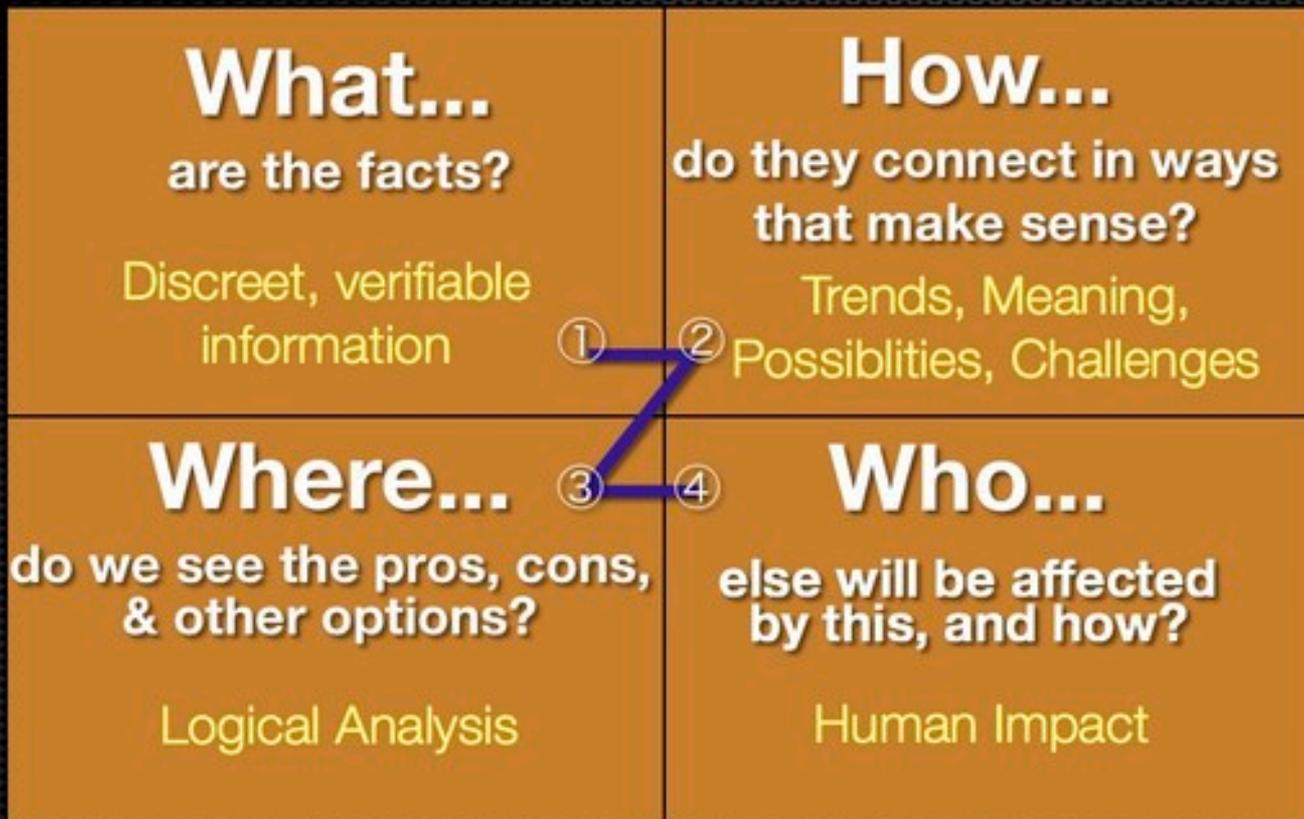


**A SPONTANEOUS APPROACH TO MEETING THE DEADLINE  
WITH A RUSH OF ACTIVITY**

Our attitude toward the external world and how we orient ourselves to it.

# Z Model for Problem-Solving

## Decision Z



# Who's your character?

# STAR WARS MBTI chart

**ISTJ**



Owen Lars

**The Inspector**  
Quiet and serious, earn success by thoroughness and dependability. Practical, matter-of-fact, realistic, and responsible. Decide logically what should be done and work toward it steadily, regardless of distractions. Take pleasure in making everything orderly and organized – their work, their home, their life. Value traditions and loyalty.

**ISFJ**



C-3PO

**The Protector**  
Quiet, friendly, responsible, and conscientious. Committed and steady in meeting their obligations. Thorough, painstaking, and accurate. Loyal and considerate, notice and remember specifics about people who are important to them, concerned with how others feel. Strive to create an orderly and harmonious environment at work and at home.

**INFJ**



Obi-Wan Kenobi

**The Counselor**  
Seek meaning and connection in ideas, relationships, and material possessions. Want to understand what motivates people and are insightful about others. Conscientious and committed to their firm values. Develop a clear vision about how best to serve the common good. Organized and decisive in implementing their vision.

**INTJ**



Palpatine

**The Mastermind**  
Have original minds and great drive for implementing their ideas and achieving their goals. Quickly see patterns in external events and develop long-range explanatory perspectives. When committed, organize a job and carry it through. Skeptical and independent, have high standards of competence and performance – for themselves and others.

**ISTP**



Chewbacca

**The Crafter**  
Tolerant and flexible, quiet observers until a problem appears, then act quickly to find workable solutions. Analyze what makes things work and readily get through large amounts of data to isolate the core of practical problems. Interested in cause and effect, organize facts using logical principles, value efficiency.

**ISFP**



Bail Organa

**The Artist**  
Quiet, friendly, sensitive, and kind. Enjoy the present moment, what's going on around them. Like to have their own space and to work within their own time frame. Loyal and committed to their values and to people who are important to them. Dislike disagreements and conflicts, do not force their opinions or values on others.

**INFP**



Luke Skywalker

**The Idealist**  
Idealistic, loyal to their values and to people who are important to them. Want an external life that is congruent with their values. Curious, quick to see possibilities, can be catalysts for implementing ideas. Seek to understand people and to help them fulfill their potential. Adaptable, flexible, and accepting unless a value is threatened.

**INTP**



Yoda

**The Architect**  
Seek to develop logical explanations for everything that interests them. Theoretical and abstract, interested more in ideas than in social interaction. Quiet, contained, flexible, and adaptable. Have unusual ability to focus in depth to solve problems in their area of interest. Skeptical, sometimes critical, always analytical.

**ESTP**



Han Solo

**The Promoter**  
Flexible and tolerant, they take a pragmatic approach focused on immediate results. Theories and conceptual explanations bore them – they want to act energetically to solve the problem. Focus on the here-and-now, spontaneous, enjoy each moment that they can be active with others. Enjoy material comforts and style. Learn best through doing.

**ESFP**



Wicket

**The Performer**  
Outgoing, friendly, and accepting. Exuberant lovers of life, people, and material comforts. Enjoy working with others to make things happen. Bring common sense and a realistic approach to their work, and make work fun. Flexible and spontaneous, adapt readily to new people and environments. Learn best by trying a new skill with other people.

**ENFP**



Qui-Gon Jinn

**The Champion**  
Warmly enthusiastic and imaginative. See life as full of possibilities. Make connections between events and information very quickly, and confidently proceed based on the patterns they see. Want a lot of affirmation from others, and readily give appreciation and support. Spontaneous and flexible, often rely on their ability to improvise and their verbal fluency.

**ENTP**



R2-D2

**The Inventor**  
Quick, ingenious, stimulating, alert, and outspoken. Resourceful in solving new and challenging problems. Adept at generating conceptual possibilities and then analyzing them strategically. Good at reading other people. Bored by routine, will seldom do the same thing the same way, apt to turn to one new interest after another.

**ESTJ**



Darth Vader

**The Supervisor**  
Practical, realistic, matter-of-fact. Decisive, quickly move to implement decisions. Organize projects and people to get things done, focus on getting results in the most efficient way possible. Take care of routine details. Have a clear set of logical standards, systematically follow them and want others to also. Forceful in implementing their plans.

**ESFJ**



Jar Jar Binks

**The Provider**  
Warmhearted, conscientious, and cooperative. Want harmony in their environment, work with determination to establish it. Like to work with others to complete tasks accurately and on time. Loyal, follow through even in small matters. Notice what others need in their lives and try to provide it. Want to be appreciated for who they are and for what they contribute.

**ENFJ**



Padme Amidala

**The Giver**  
Warm, empathetic, responsive, and responsible. Highly attuned to the emotions, needs, and motivations of others. Find potential in everyone, want to help others fulfill their potential. May act as catalysts for individual and group growth. Loyal, responsive to praise and criticism. Sociable, facilitate others in a group, and provide inspiring leadership.

**ENTJ**



Leia Organa

**The Executive**  
Frank, decisive, assume leadership readily. Quickly see illogical and inefficient procedures and policies, develop and implement comprehensive systems to solve organizational problems. Enjoy long-term planning and goal setting. Usually well informed, well read, enjoy expanding their knowledge and passing it on to others. Forceful in presenting their ideas.

# Thank you!!

## Summary

- Emotional intelligence is vital to good leadership.
- 4 Dimensions: Self Awareness, Self Management, Social Awareness, Relationship Management
- Use self-assessment (and others' feedback) to develop self-awareness.
- MBTI dimensions can inform ways of dealing with communication differences at work.