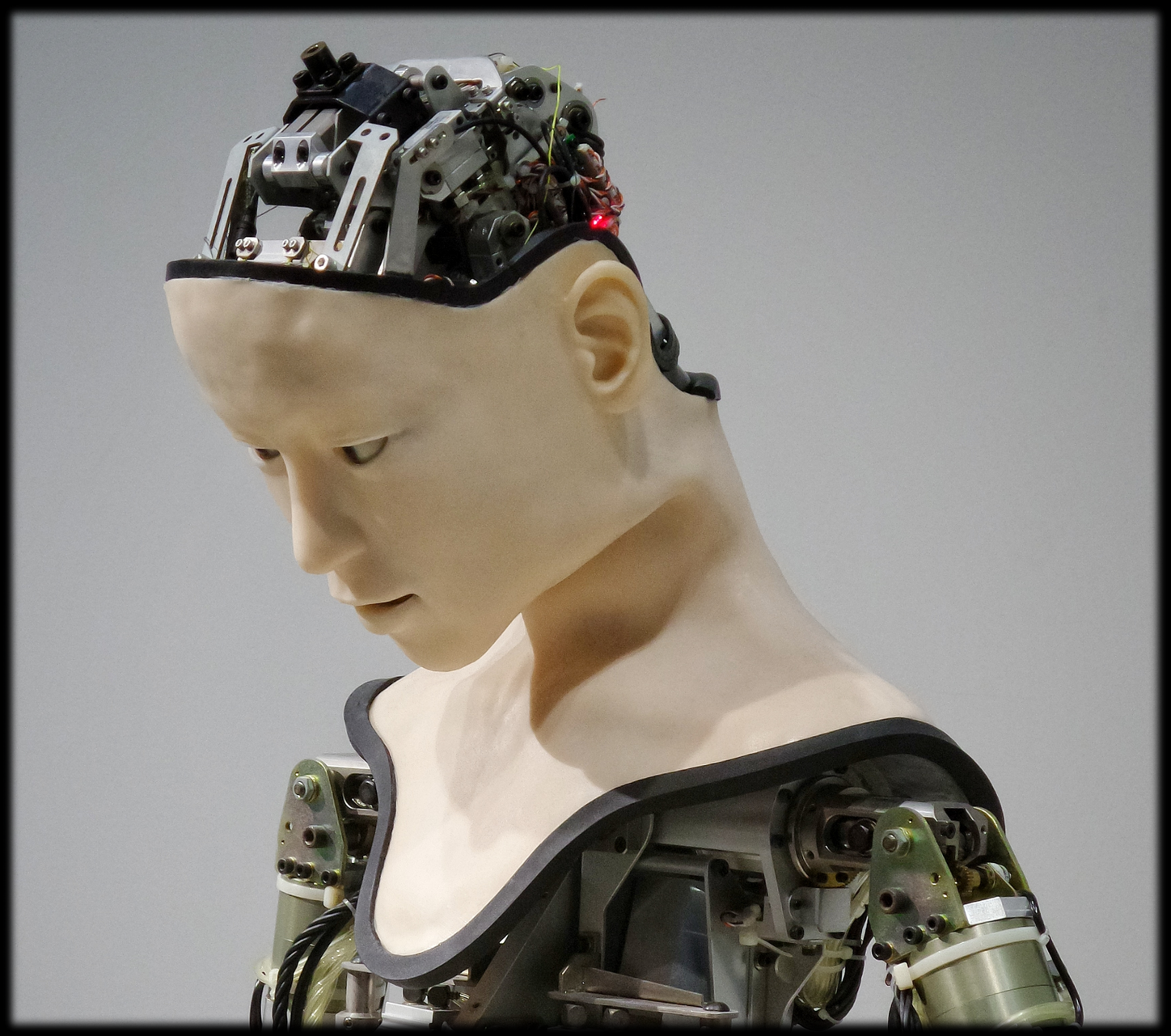


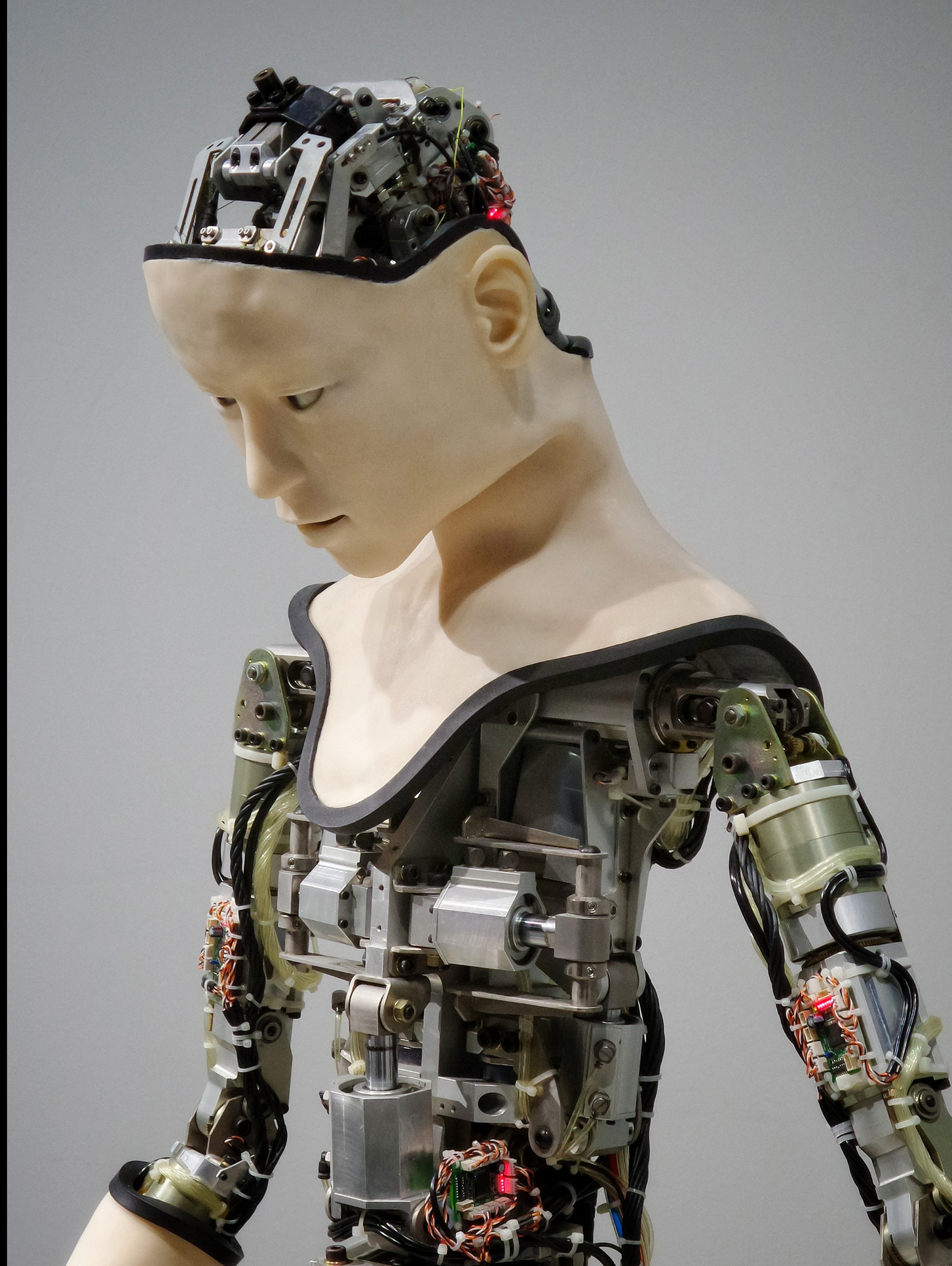
Emotional Intelligence in an age of Artificial Intelligence

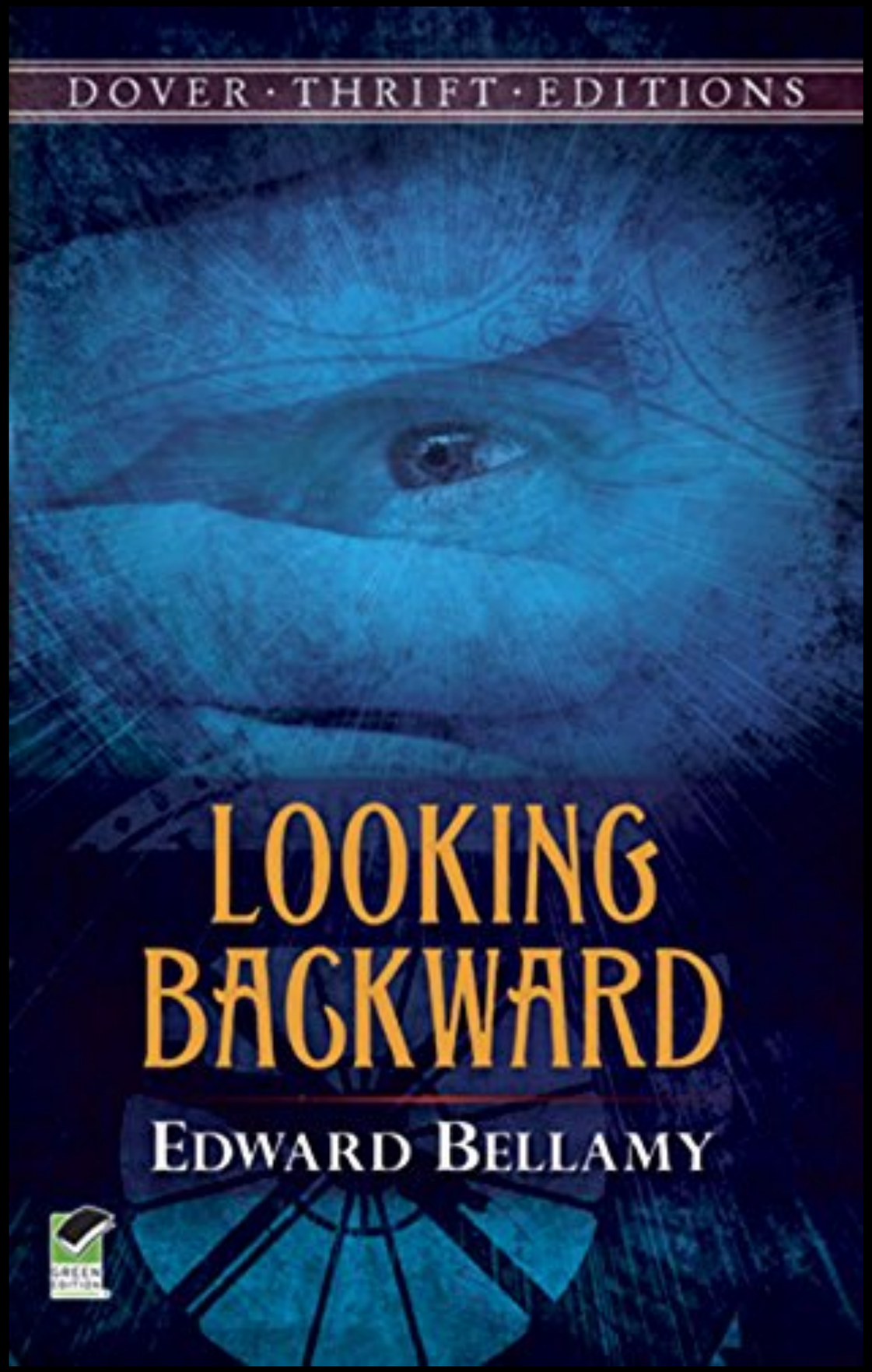
Lisa Hope Tilstra, MHS, PCC

2 January 2019

“Technology has already taken over 90% of the jobs humans used to do”

- Forbes
January 18, 2018





In this utopian science fiction novel (1888):

"People stop working at age forty-five and devote their lives to mentoring other people and engaging in volunteer work that benefits the overall community. There are short work weeks for employees, and everyone receives full benefits, food, and housing.

"In conjunction with periodic work stints, they have time to pursue new skills and personal identities that are independent of their jobs."

- Darrell West
Brookings Institution

Looking forward…

- Creativity
- Interpersonal relations
- Caring
- Emotional range
- Complexity
- Dexterity
- Mobility

-Lori Kletzer, HBR, January 31, 2018

re-skilling & up-skilling

Increased
Team Performance
Increased
Leadership Ability
Improve
Decision Makins
Emotional intellisence
Decreased
Occupational Stress
Reduced
Staff Turnover
Increased
Personal Well-beins

Daniel Goleman

Self-awareness

Self-management

Other-awareness

Relationship management

EQ-i 2.0 Model of EI

What is Emotional Intelligence?

… a set of emotional and social skills that collectively establish how well we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

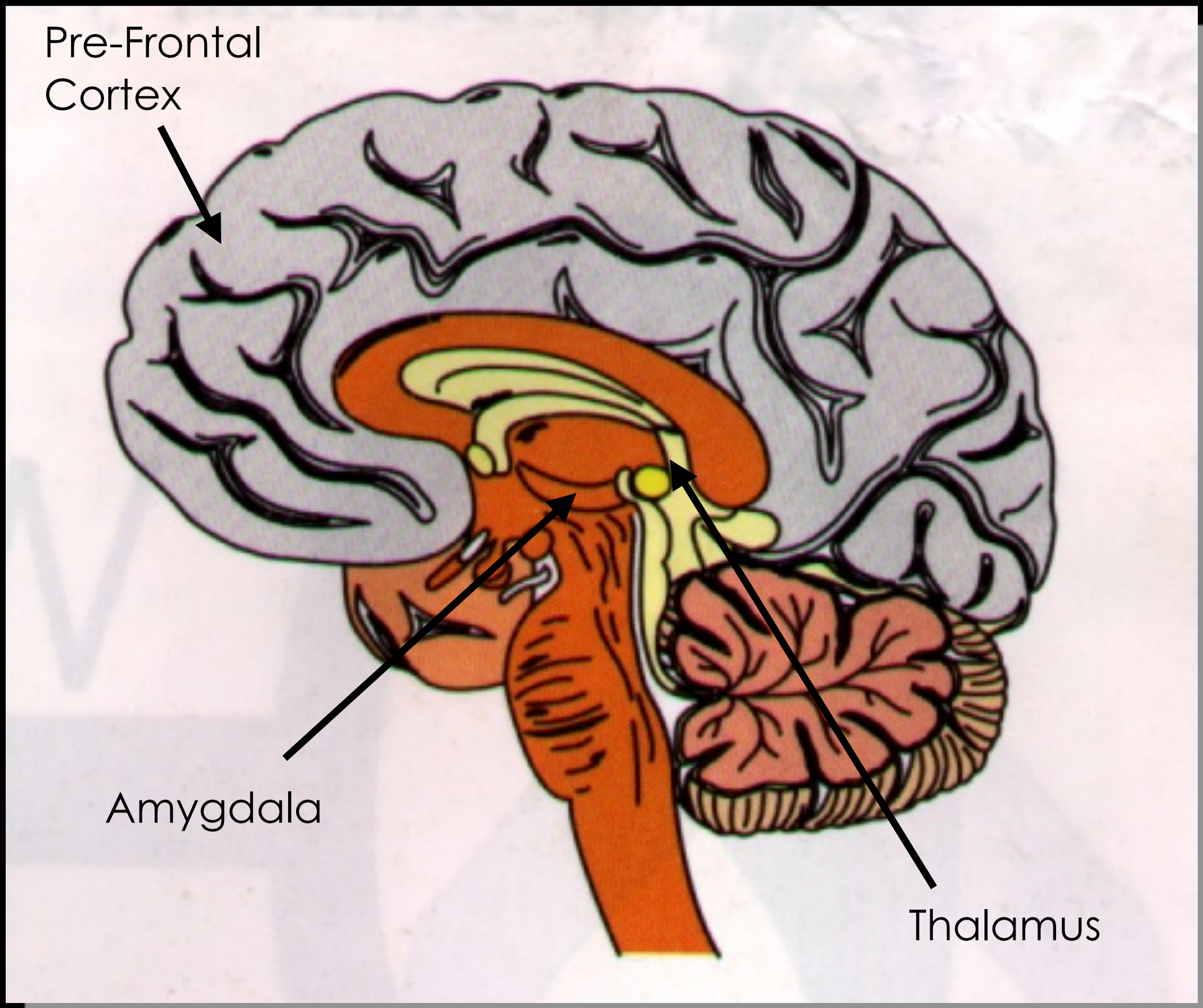
What is Emotional Intelligence?

A set of social and emotional skills we use to:

- perceive and express ourselves
- build and maintain relationships
- cope with challenges
- use emotional information effectively and meaningfully

Emotional intelligence in action

re-skilling & up-skilling


Pre-Frontal
Cortex
Amygdala
Thalamus

“Humans cannot make cognitive decisions without also processing emotional information.”

–Antonio Damasio, 2003

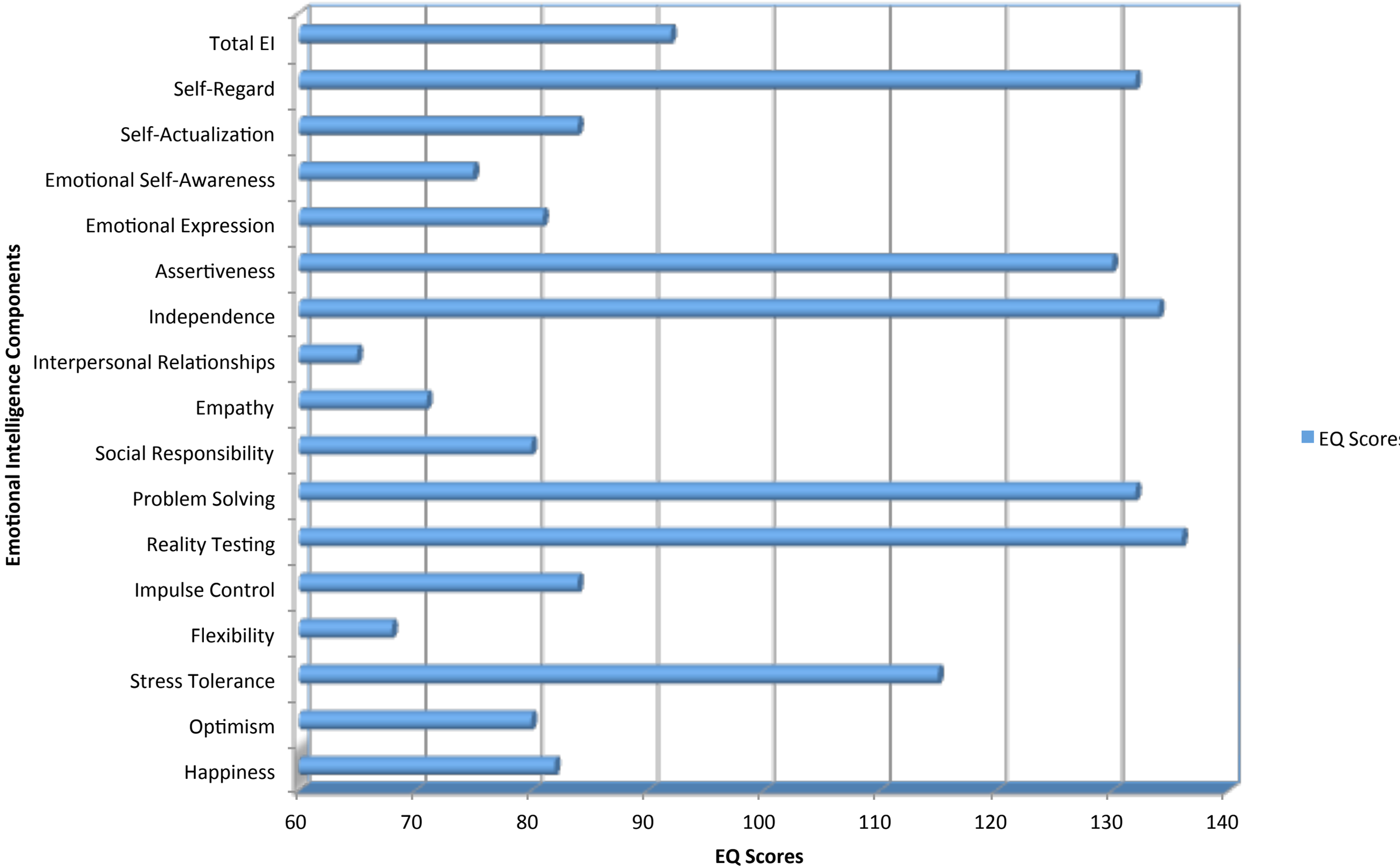
What is Emotional Intelligence?

A set of social and emotional skills we use to:

- perceive and express ourselves
- build and maintain relationships
- cope with challenges
- *use emotional information effectively and meaningfully*

EMOTIONAL & SOCIAL FUNCTIONING
WELL-BEING
PERFORMANCE
SELF-PERCEPTION
Self-Regard
Self-Actualization
Emotional Self-Awareness
SELF-EXPRESSION
Emotional Expression
Assertiveness
Independence
STRESS MANAGEMENT
Flexibility
Stress Tolerance
Optimism
Emotional Intelligence
DECISION MAKING
Problem Solving
Reality Testing
Impulse Control
INTERPERSONAL
Interpersonal Relationships
Empathy
Social Responsibility

Mark the Computer Guy



Re-skill & Up-skill

Self-assess

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WELL-BEING
EMOTIONAL & SOCIAL FUNCTIONING

EQ Skills

- Self-regard
- Self-actualization
- Emotional self-awareness

- Emotional expression
- Independence
- Assertiveness

- Interpersonal relationships
- Empathy
- Social responsibility

- Problem solving
- Reality testing
- Impulse control

- Flexibility
- Stress tolerance
- Optimism

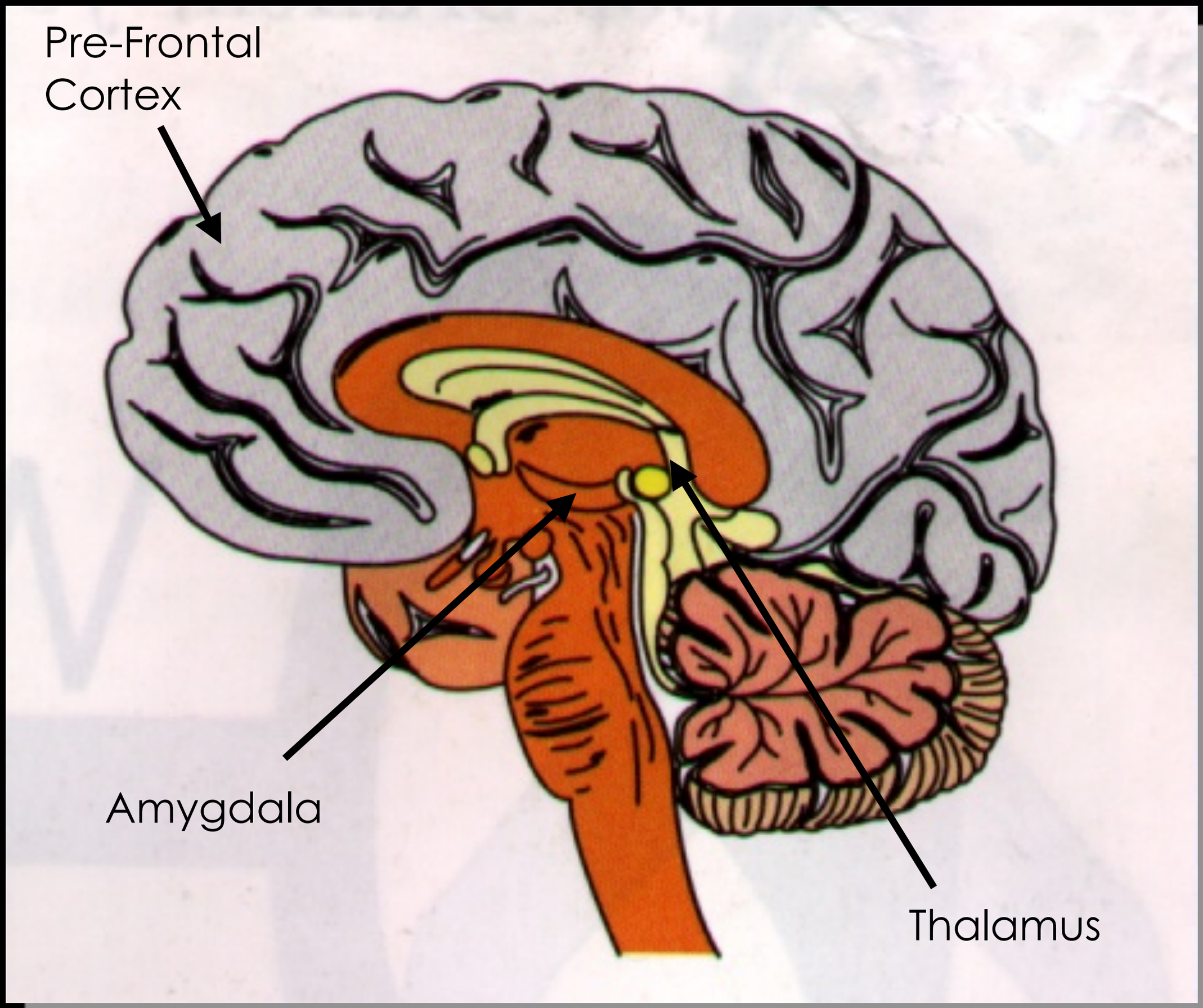
... yet.

Mindfulness

Meditation

Centering

Yoga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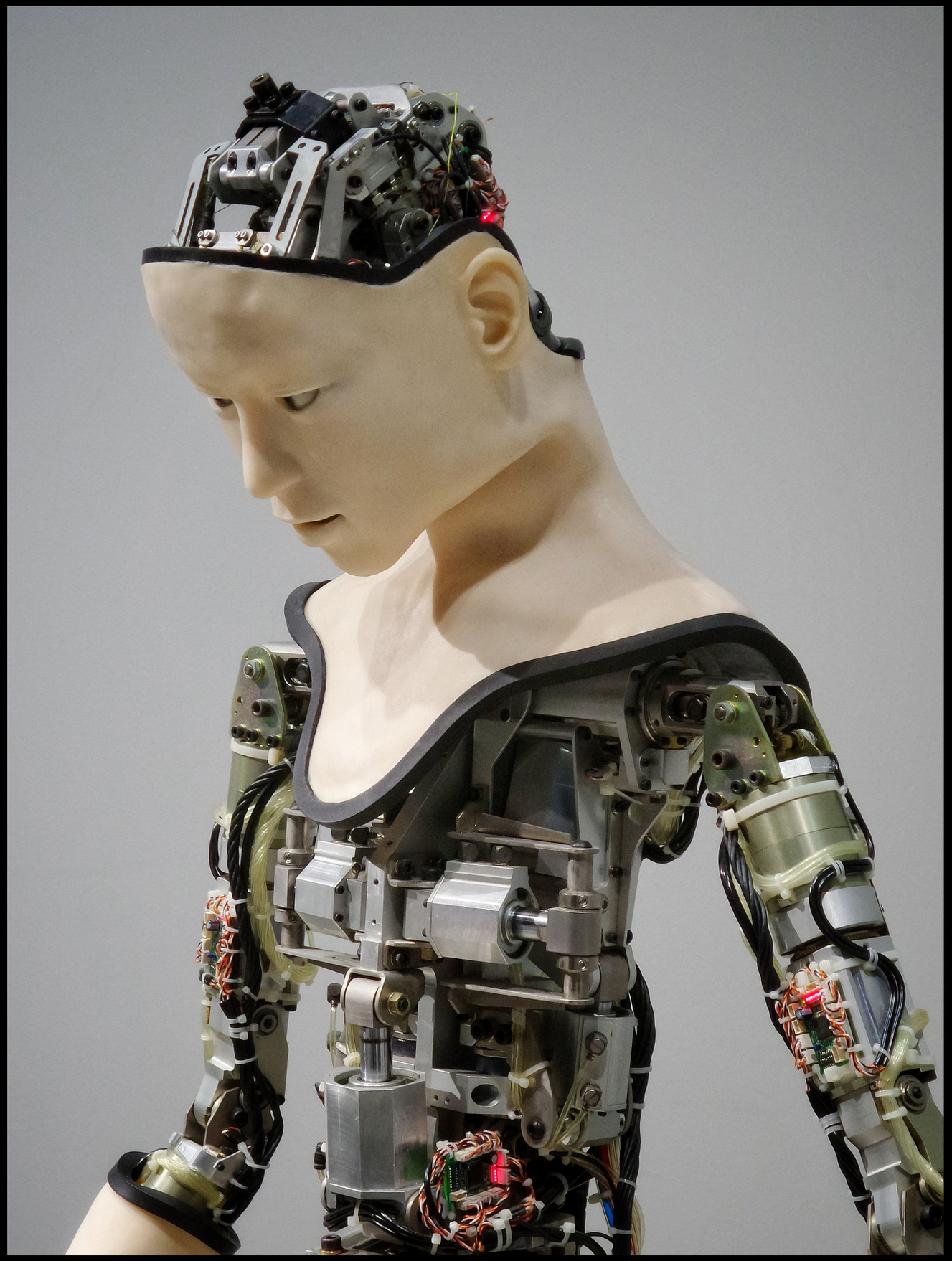

Thank you!

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