

Social/Emotional Intelligence

The most important lesson in (and out of) the classroom

Jonathan Masters
Author: *The Throwaway Kids*
www.widerlensproductions.com

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What is Social Intelligence?

- The ability to form and maintain mutually rewarding relationships with other people.



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Emotions are Contagious

- Controlled by the amygdala.
 - Automatic: can't be stopped.
 - Proves we are innately empathetic.
- What is the most common nerve-racking experience?
 - A baby crying.
 - We are biologically ingrained to perpetuate the species.

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Dr. Daniel Goleman

- Psychologist; Science columnist for *New York Times*.
- (2007). *Social Intelligence: The revolutionary new science of human relationships*. New York: Bantam Dell.
- (2005). *Emotional Intelligence: Why it can matter more than IQ*. New York: Bantam Dell.



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What is Emotional Intelligence?

- The skill of perceiving, understanding, and managing emotions and feelings.

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Frontal Cortex

- Center for learning.
- Last to develop in humans and through puberty.
 - Why juvenile offenders are taught through therapy.
 - If we can interpret an emotion, it helps us calm and control it.
- Lying is learned. (Amygdala compels honesty)
 - Creates a delay because it's unnatural response.
 - www.microexpressions.com
- Learning centers pliable through life.
 - Harder, not impossible, to teach an old dog.

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Multiple Intelligences

- Howard Gardner
 - Logical-Mathematical & Linguistic (typical IQ test)
 - Visual-Spatial, Body-Kinesthetic, Musical
 - First subjects to go because not easily applied to business.
 - Interpersonal & Intrapersonal (Social & Emotional IQ)
- 20% of occupational success due to IQ.
 - IQ matters more to worker bees (task specific).
 - Social / Emotional intelligence lead to promotion (management of people).
 - *Emotional Intelligence*, xlii-xv

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Mirror Neurons

- To understand other people's emotions, our faces reflect what we see.
- Why family members start to resemble each other; facial muscle memory.
- Test is very similar to what Simon Baron-Cohen performs as part of autism education.
- PONS micro-expression test by Paul Eckman.
 - www.microexpressiontest.com

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Most Powerful Emotions?

- Anger (fear) & Sex.
 - Support survival of species.
- What sort of feeling do you get from media?
 - 20 Google news scroll on my phone 2/4/21.
 - 13 anger, division, fear.
 - Violent crime is half what it was in 1990 (FBI). Do you feel safer?
 - 4 sex driven.
 - 1 human connection.
 - 2 Native advertisement

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Easily Angered?

- "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*
 - Emotional Intelligence, pg. xix
- Beware of social media.

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"I-you" vs. "I-it"

Social Intelligence, ch. 7

- I-you = people we loop with.
- Familiarity used to mean physical protection; now, it means emotional protection (comfort).
- Social rejection -> physical pain symptoms.
- Self-actualization comes after belonging (Maslow).
- I-it = an object to be used.
 - Little to no empathy.
- fMRI -> brains default activity is thinking about relationships. (*Social Intelligence*, pg. 68)
- Multi-tasking leads to instant "I-it."

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Group Dynamics

- Healthy: Comfortable to speak up.
- Unhealthy: Have to keep boss happy.
 - Well's Fargo: Employees opened millions of false accounts to keep "management" happy.
- Highlights the need for whistleblower protections.

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Natural Empathy

- "I see you, I feel you, I act to help you."
 - *Social Intelligence*, pg. 58.
- Altruism engrained for survival.
 - Clan, village, group mentality.
 - Explains "implicit bias."
- De-stressing others -> de-stresses our environment -> brings us more joy.
 - Anthony Muhammad vs. Seymour Sarason.

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Normal Social Prods

- Pride: We want to accomplish things and have others notice.
- Shame: we've done something we regret.
- Guilt: compels us to make amends.
 - Fix damaged relationship.
- **All felt based on how well we are aware of others' feelings.**

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"Us-Them"

Social Intelligence, ch. 21

- Us-Them = I-it plural
 - Racism, prejudice, hate of others (them).
- Emotional involvement bridge divide.
 - Have an I-you relationship with one of "them."
- Wars ended with marriage between relatives of opposing sides.
 - Blood covenant (mixed blood children) is irreversible.
- Russel Peters (comedian).

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"Looping"

Social Intelligence, pgs. 86-94

- Contagious emotions reveal we desire to live in harmony (to loop).
- We are attracted to happy faces and laughing.
 - Releases dopamine (relaxing).
- We avoid conflict.
 - Releases cortisol (stress).
- We get the most satisfaction out of people we tightly loop with.
 - I know them, they know me.
 - Willing to do the right thing by each other.
 - Willing to sacrifice for each other. (love)

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Damaged Empathy

- Narcissism
 - Flourish when faced with challenge. Performers, politicians.
 - Healthy: self-regard=talent, open to criticism, reflective.
 - Unhealthy: lack healthy self-worth, hypersensitive, bully.
- Machiavellian
 - Arrogant, manipulative, ends justify, take all credit.
- Psychopath
 - Oblivious to punishment, immune to stress/anxiety.
- Autism
 - Very literal, trouble with socialization.
 - Can be taught what expressions mean & appropriate social action.

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What Now?

- Concern = a person's capacity for compassion.
- Influence = "Constructively shaping the of outcome interaction." (*Social Intelligence*, pg. 95)
- Priming = we can teach ourselves (and others) how to prepare and respond to adversity through self-talk and clear messaging.
- Spread "right-sized" fear/anger with positive outcomes thought through.
 - Sleep on it.
- Avoid negativity -> callousness.

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