

**SARAH SCALA CONSULTING**

## Inclusion and Emotional Intelligence at Work

### Granite State Learning & OD Roundtable

Sarah A. Scala M. Ed & OD, PCC  
(She/Her/Hers)

1

**SARAH SCALA CONSULTING**

**Source:**

*Emotional Intelligence 2.0*  
by Travis Bradberry and Jean Graves

**EMOTIONAL INTELLIGENCE 2.0**

INCLUDES A NEW & ENHANCED VERSION OF THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST

TRAVIS BRADBERRY & JEAN GRAVES


www.sarahscala.com  
©Sarah A. Scala Consulting

2

**SARAH SCALA CONSULTING**

## Emotional Intelligence (EI) Defined

The ability to recognize and understand emotions in yourself and others, and to use this awareness to manage your behavior and build positive relationships.



Source: Bradberry and Graves, Emotional Intelligence 2.0

www.sarahscala.com  
©Sarah A. Scala Consulting

3

**SARAH SCALA CONSULTING**


## Difference between EI and EQ

- EQ = Emotional Quotient includes many skills and traits including self-awareness, wellbeing, optimism, and social skills. EQ sometimes viewed as opposite of IQ. **Self-report or 360.**
- EI = Emotional Intelligence refers to a set of hard skills as a form of intelligence. To accurately perceive emotions, to leverage emotions to help you connect and think, help you understand emotions, and to effectively manage emotions. EI is not IQs opposite. **Ability Based Test.**

**What Does EQ-i2.0 Measure?**

The EQ-i2.0 measures five distinct aspects of emotional and social functioning:

- Self-Perception of Emotions
- Empathy
- Emotion Regulation
- Relationship Management
- Stress Management




www.sarahscala.com  
©Sarah A. Scala Consulting

4

**SARAH SCALA CONSULTING**

## Self-Awareness

Ability to accurately perceive your own emotions in the moment and understand tendencies across situations.



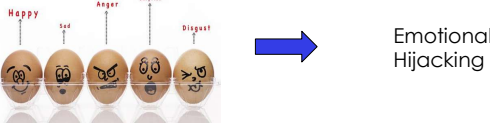
www.sarahscala.com  
©Sarah A. Scala Consulting

5

**SARAH SCALA CONSULTING**

## Self-Management

Ability to use your awareness of your emotions to stay flexible and direct your behavior positively. Managing emotional reactions.



Emotional Hijacking

www.sarahscala.com  
©Sarah A. Scala Consulting

6

**SARAH SCALA CONSULTING**

## Social-Awareness

Ability to accurately pick up on emotions in other people and understand what is really going on with them.

*"Listening and Observing are the most important elements of social awareness." - Emotional Intelligence 2.0*



www.sarahscala.com  
©Sarah A. Scala Consulting

7

**SARAH SCALA CONSULTING**

## Relationship Management

Ability to use your awareness of your own emotions and those of others to manage interactions successfully.

*How would you describe the best personal and/or professional relationship you've ever had?*

*What sort of things did you say or do to maintain that relationship?*

www.sarahscala.com  
©Sarah A. Scala Consulting


8


**SARAH SCALA CONSULTING**

## EI is Critical for Success

EI accounts for 58% of performance in all types of jobs

Single biggest predictor of performance in workplace

 90% of High Performers also have high EI

 20% of Low Performers also have high EI

People with high EI, on average earn \$29,000 more per year

Every point increase in EI adds \$1,300 to one's annual salary


**This is true across all industries, at all levels, in every region of the world.**

Source: Emotional Intelligence 2.0

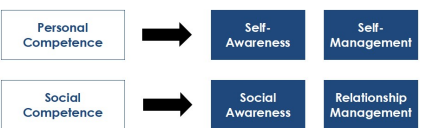
www.sarahscala.com  
©Sarah A. Scala Consulting

9

**SARAH SCALA CONSULTING**



## Which area of Emotional Intelligence do you believe is your biggest development opportunity?




www.sarahscala.com  
©Sarah A. Scala Consulting

10

**SARAH SCALA CONSULTING**

## Emotional Intelligence and Inclusion

- Leaders with high EI are more likely to create psychologically safe environments where employees feel safe speaking up and like their voices are being heard.
- They are more likely to listen, demonstrate empathy and effectively communicate, all of which helps build more inclusive workplace cultures.
- Willingness to change our viewpoints
- Control our emotional reactions



www.sarahscala.com  
©Sarah A. Scala Consulting

11


**SARAH SCALA CONSULTING**

## LGBTQ+ & Emotional Intelligence

- In general, employees at higher levels of the organization tend to have higher levels of EI.
- LGBT+ employees at higher levels in the organization tend to have higher emotional intelligence than LGBTQ+ employees at lower levels of the organization.
- People with a high level of EI have a better-defined sexual identity.

Sources:  
Mifrodou, M. A., and Năstăsă, L. E. (2017). The relation between emotional intelligence, sexual identity and sexual orientation. Bull. Transilvania Univ. Brasov Series VII Soc. Sci. Law 10, 155–164. [https://media.proquest.com/media/hms/PFT/1/P91d47\\_s=liuXRzj61yUp30ZPw7c9i2B5WcN94%3D](https://media.proquest.com/media/hms/PFT/1/P91d47_s=liuXRzj61yUp30ZPw7c9i2B5WcN94%3D) (accessed May 1, 2021)

Góis, Duarte, Pinheiro, & Teixeira, (2016). Sexual Orientation Diversity Management in Brazil. In Köllen, T. (Ed.), Sexual Orientation and Transgender Issues in Organizations (pp. 493-512). Switzerland: Springer Publishing. <https://doi.org/10.1007/978-3-319-29623-4>




www.sarahscala.com  
©Sarah A. Scala Consulting

12

**LGBTQ+ & Emotional Intelligence**

- The level of development of EI influences the formation of sexual identity.
- LGBTQ+ people who are open to others regarding their own sexual orientation incorporate public and private identity into a unitary image.

**Sources:**  
 Mindru, M. A., and Nástaaş, L. E. (2017). The relation between emotional intelligence, sexual identity and sexual orientation. Bull. Transilvania Univ. Brasov Series VII Soc. Sci. Law 10, 155–164. [https://media.proquest.com/media/hms/PFT/1/97d47\\_snuXrzjdyUp3QZfsw7C%2B5WcN94K3D](https://media.proquest.com/media/hms/PFT/1/97d47_snuXrzjdyUp3QZfsw7C%2B5WcN94K3D) (accessed May 1, 2021)  
 Góis, Duarte, Pinheiro, & Teixeira, (2016). Sexual Orientation Diversity Management in Brazil. In Köllen, T. (Ed.), Sexual Orientation and Transgender Issues in Organizations (pp. 493-512). Switzerland: Springer Publishing. <https://doi.org/10.1007/978-3-319-29623-4>



www.sarahscala.com ©Sarah A. Scala Consulting 13

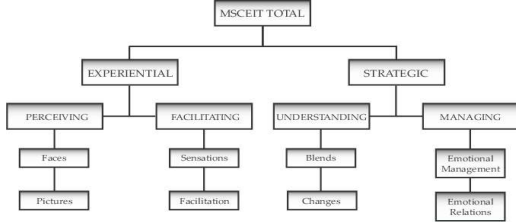
**Assessment Tools: (MSCEIT)**

**Mayer-Solovey-Caruso Emotional Intelligence Test (MSCEIT)**

- Ability-based test and there are actual correct and incorrect answers.
- Takes 30 to 45 minutes to complete and it provides 15 scores.
- MSCEIT is a performance test of emotional intelligence, and includes some interesting and creative tasks to complete the online test.
- I use this assessment exclusively for one-on-one coaching.

www.sarahscala.com ©Sarah A. Scala Consulting 14

**Assessment Tools: MSCEIT**



Source: MayerSaloveyCaruso Emotional Intelligence Test (MSCEIT) Users Manual by J. D. Mayer, P. Salovey, and D. Caruso, 2002b, p. 71. Copyright 2002 by Multi-Health Systems Publishers.


www.sarahscala.com ©Sarah A. Scala Consulting 15

**Assessment Tools: EQ-i 2.0® / EQ-I 360®**

- The 360 assessment (multi-rater) provides data on how the leader is perceived by those around them. This assessment is validated.
- EQ-i 2.0® is self-assessment
- EQ-i 2.0® assessment measures emotionally and socially intelligent behavior in five key areas:
  - Self-Perception – which gives an insight into the inner self.
  - Self-Expression – the outward expression or the action component of one's internal perception.
  - Interpersonal – developing and maintaining relationships based on trust and compassion.
  - Decision Making – the way in which one uses emotional information.
  - Stress Management – how well one can cope with the emotions associated with change.

www.sarahscala.com ©Sarah A. Scala Consulting 16

**Assessment Tools: EQ-i 2.0® / EQ-I 360®**




Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On, copyright 1997

www.sarahscala.com ©Sarah A. Scala Consulting 17

**Emotional Intelligence 2.0: Book and Online Assessment**

- When teach an emotional intelligence class for **Harvard Ed Portal** (Harvard University) I use this book.
- I also use this book when coaching clients.
- Includes a pre and post assessment (after 6 months)
- Shares tips and strategies for building the 4 core emotional intelligence skills.



Source: Bradberry, Travis, and Greaves, Jean. Emotional Intelligence 2.0. 2009, Talent Smart, San Diego, CA.

www.sarahscala.com ©Sarah A. Scala Consulting 18

 SARAH SCALA CONSULTING

## CHATBOX

What was your biggest takeaway from today's program?



www.sarahscala.com  
©Sarah A. Scala Consulting

 SARAH SCALA CONSULTING

## Sign Up for Newsletter




Monthly tips, blogs & videos

- Psychological Safety
- Positive Change
- Optimism, Resilience, Grit
- Belonging and Inclusion
- Emotional Intelligence




[www.SarahScala.com/join2](http://www.SarahScala.com/join2)


www.sarahscala.com  
©Sarah A. Scala Consulting Page 20 20

 SARAH SCALA CONSULTING

## Thank You and Stay In Touch



Sarah A. Scala

 [Linkedin.com/in/sarahscala/](https://www.linkedin.com/in/sarahscala/)

www.sarahscala.com  
©Sarah A. Scala Consulting Page 21 21