

Emotional Intelligence for the Statistically Brilliant

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BIONTECH

Emotional Intelligence - Job Satisfaction and Career Success

Statistical
Brilliance

SAS, R

Self
Awareness

Emotional
Intelligence

Protocols,
SAPs, reports

Teamwork

Leadership

Self
Management

Statistical
models

Communication

Stress management

Social
Awareness

Conflict resolution

Decision-making

Timelines and
coordination

Engagement

Relationship
Management

Emotional Intelligence – Why is it Important?



The demand for emotional skills is predicted to grow by 26% by 2030. [McKinsey](#)



EI is among the 10 most in-demand skills and will be through at least 2025. [World Economic Forum](#)



57% of LM say that their highest-performing employees have strong EI. [Lee Hecht Harrison Penna](#)



EI was found to be the strongest predictor of performance, explaining 58% of success in all types of jobs (out of 34 essential workplace skills). [TalentSmart](#)

Four domains of Emotional Intelligence



Regulation

SELF MANAGEMENT

**RELATIONSHIP
MANGEMENT**



Recognition

SELF AWARENESS

SOCIAL AWARENESS



Self

Others



Self Awareness



Recognition

SELF AWARENESS
**Understand, listen to
and accept my
emotions**

- Use my emotions to guide my decision-making
- Have a realistic assessment of my abilities
- well-grounded sense of self-confidence

Basic Emotions

GLAD



Content
Happy
Cheerful
Elated
Joyful

SAD



Depressed
Unhappy
Gloomy
Pessimistic
Miserable

MAD



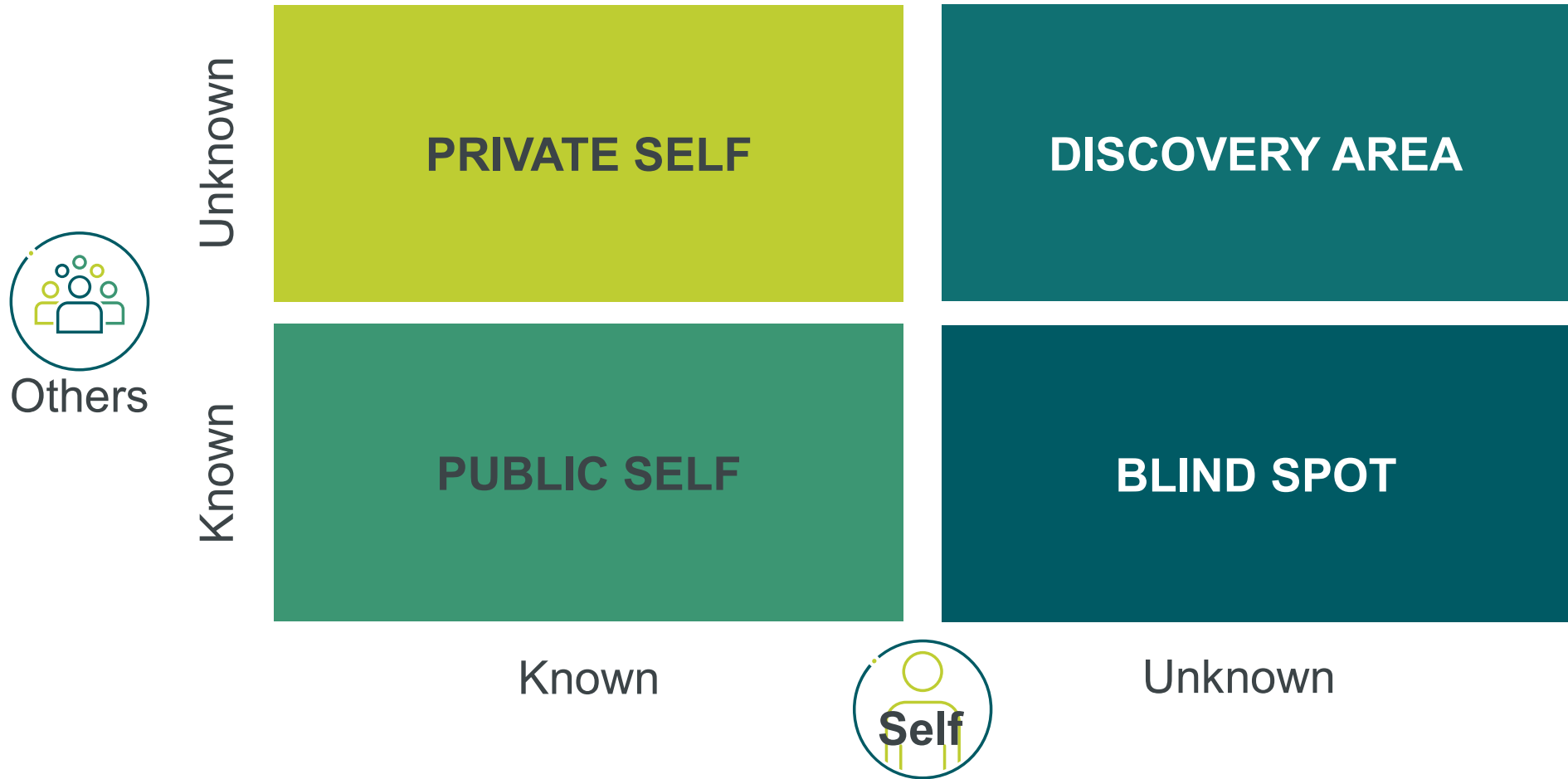
Angry
Upset
Irritated
Grouchy
Furious

SACRED



Afraid
Anxious
Fearful
Panicked
Shaken

The Jhari Window



Self Management



Regulation

SELF MANAGEMENT
Honour and manage
my emotions and
impulses

- Handling my emotions so that they facilitate rather than interfere with a task
- Being conscientious in pursuing goals
- Recovering well from emotional distress

Recognition

SELF AWARENESS
Understand, listen to
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Social Awareness



Recognition



SOCIAL AWARENESS

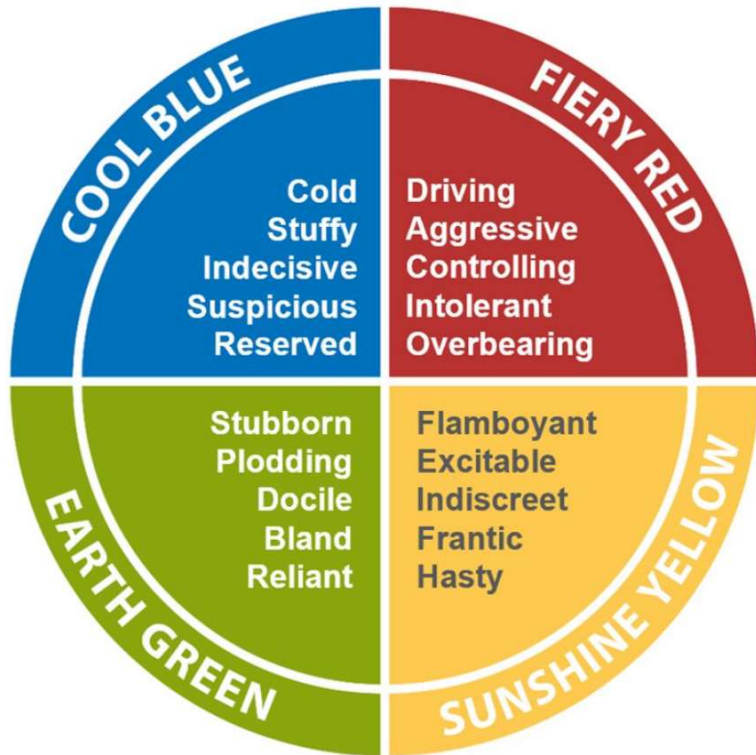
**Understand, listen to
and accept others'
emotions**

- Empathy
- Sensing what other people are feeling
- Being able to see other's perspective
- Cultivating rapport with a diversity of people

Social Awareness

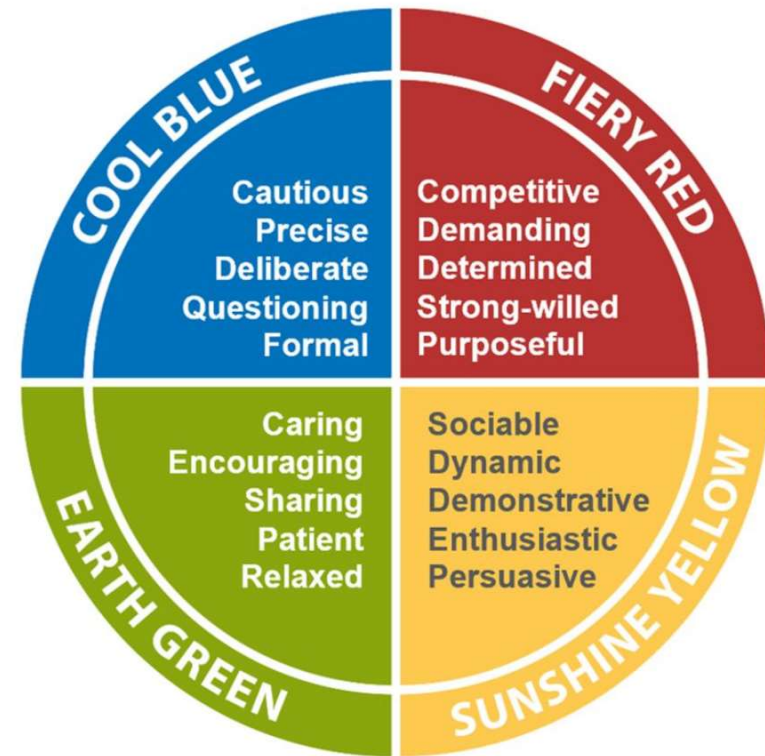
Bad Day

What you observe



Good Day

What the other person *thinks* is coming across



Relationship Management



Regulation

**RELATIONSHIP
MANGEMENT**
Honour and accept
others' emotions

- Persuading and influencing
- Negotiating and conflict resolution
- Cooperation and team building
- Leveraging diversity
- Transformational leadership



Recognition

**SOCIAL
AWARENESS**
Understand, listen to
and accept others'
emotions

- Empathy
- Sensing what other people are feeling
- Being able to see other's perspective
- Cultivating rapport with a diversity of people

Trust Triangle

COMPETANCE Statistical Brilliance

- You possess the necessary knowledge and skills
- Your logic is sound
- I respect your reasoning
- You have communicated clearly



- You act with integrity
- I believe you are being authentic
- I believe you will do the right thing

CHARACTER



- I believe you care about me
- I act respectfully
- You show empathy
- We stand united in facing challenges

CARING



Emotional Intelligence Questions

On a scale of 1 (low) to 10 (high), how do you rate yourself:



How well do you remain calm under pressure?



How effectively can you identify your own emotions?



How easily do you recognize and understand others' emotions?



How well do you manage and control your emotional reactions?



How easily can you empathize with others' perspective and feelings?



How well do you maintain positive interactions in stressful situations?



How well do you adapt your communication style to different emotional situations?



How often do you reflect on your emotional response to improve?

Key References

Books by Daniel Goleman:

- Emotional Intelligence
- Working with Emotional Intelligence

