

EMOTIONAL INTELLIGENCE (EI) AS A COPING STRATEGY WORKPLACE BULLYING NEGATIVE OUTCOMES

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FORMAT OF PRESENTATION

- Workplace Bullying Definition
- Who experiences Bullying In the Workplace
- What are the Negative Outcomes
- Questionnaire (Poll)
- Emotional Intelligence Definition
- Questionnaire (Poll)
- Conceptual Model
- Conclusion - Recommendations

Workplace Bullying Defined

- **“WORKPLACE BULLYING IS REPEATED, UNREASONABLE ACTIONS AIMED AT INTIMIDATING, HUMILIATING, DEGRADING OR UNDERMINING AN EMPLOYEE OR GROUP OF EMPLOYEES. BULLYING MAY CREATE A RISK TO EMPLOYEE HEALTH AND SAFETY.”**
- *The central tenet of Bullying is for one to claim more territory than they are entitled to”*
- *Conservation of Resources theory explains that people try to protect resources when threatened*
- *Called by different names in different culture – e.g., Bullying, Mobbing, Aggression, and other names*
- *Bullies are typically Supervisors, Managers, but could also be Colleagues, or anyone in the workplace who believe they need to protect their territory*
- *Bullying creates feelings of inferiority, stress, mental issues, sicknesses, lack of confidence, it undermines the individual*
- *If it is a once incident not considered bullying instead repeated acts over a six-month period or more*
- *If not challenged, or reported then the behaviour persists and gets worst*

Workplace Bullying – Who reacts/suffers

- **Bullied** – The person being abused suffers, this is the victim
- **Witnesses** – Those employees who witness the abuse also experience negative issues
- **Organization** – The organization itself also suffers because moral drops, productivity drops, motivation drops, absenteeism increases, turnover intentions increases,
- **Employees** leave without sharing reason for leaving, promotes toxic environment, loss of understanding how to correct situation
- Lack of trust, Lack of Positive Organizational Support, Staff feel unsupported
- Affects **organization bottom line** due to constant recruiting costs

Examples of Bullying

- Someone withholding information which affects your performance
- Being humiliated or ridiculed in connection with your work
- Being ordered to do work below your level of competence
- Having key areas of responsibility removed or replaced with more trivial/unpleasant tasks
- Spreading gossip or rumors about you
- Being ignored or excluded or facing hostile reaction when you approach
- Being shouted at or the target of spontaneous anger
- Hints or signals from others you should quit your job
- Persistent criticism of your work and/or excessive monitoring of your work
- Having allegations made against you
- Being exposed to an unmanageable workload
- Threats of violence or physical abuse or actual abuse

POLL

AFTER REVIEWING THE ABOVE LIST

- HOW MANY PEOPLE CAN SAY THEY HAVE EXPERIENCED BULLYING IN THE WORKPLACE?
- YES:
- NO:
- NOT SURE:

Emotional Intelligence (EQ) Defined (m

- **THE ABILITY TO PERCEIVE, UNDERSTAND, MANAGE AND USE EMOTIONS EFFICIENTLY TO FACILITATE THINKING AND DEAL WITH OTHERS.** (MAYER AND SALOVEY (1990, 1995)
- No known connection between EQ and IQ, two distinct concepts
- IQ is your ability to learn, it is the same at 15 as it is at 50 years
- EQ is a fundamental element of human behavior
- EQ is an essential part of you as a whole person
- It is a set of flexible skills that can be acquired with practice
- Some people are more emotionally intelligent than others
- You can develop these skills even if you are not born with them
- Plasticity – Neurologists term that describes the brain's ability to change/learn/adapt
- Link between the brain's rational and emotional communication is the source EQ

EQ Critical Skills



EMOTIONAL INTELLIGENCE POLL

- I expect I will do well on most things I try
- When faced with obstacles I remember times I am faced with similar obstacles, and I overcome it
- Emotions are one of the things that make my life worth living
- I am aware of my emotions as I experience them
- I am aware of non-verbal messages I send out to others
- It is difficult for me to understand why people feel the way they do
- Other people find it easy to confide in me
- By looking at facial expressions, I recognize the message others are sending
- When I am in a positive mood solving problems is easy for me
- I motivate myself by imagining a good outcome to tasks I take on
- I help others feel better when they are down
- I have control of my emotions

EMOTIONAL INTELLIGENCE POLL

- NOW THAT WE HAVE REVIEWED THE SKILL SET OF EMOTIONALLY INTELLIGENCE, DO YOU BELIEVE:
- 1) YOU POSSESSES THESE SKILLS
 - YES_____ NO_____ MAYBE_____
- 2) CAN YOU LEARN THESE SKILLS
 - YES_____ NO_____ MAYBE_____
- 3) SHOULD THE EMPLOYER PROVIDE COURSES TO TEACH THESE SKILLS
 - YES_____ NO_____ MAYBE_____

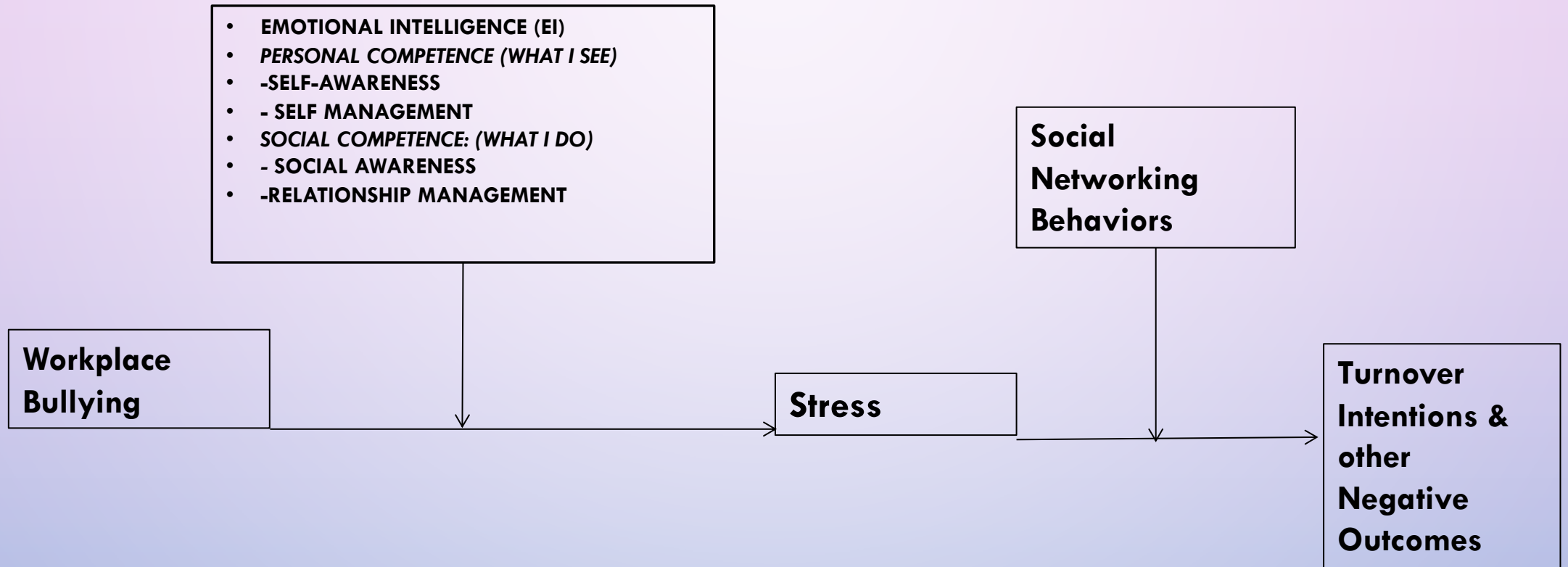
HOW WE CAN USE EMOTIONAL INTELLIGENCE TO COPE

- Research has shown the EI is a strong predictor of the most powerful emotional social intelligence (ESI) competencies.
- Highly Emotionally Intelligent people are better able to succeed and cope
- These skills impact psychological health such as:
 - A) The ability to manage emotions and cope with stress
 - B) The drive to accomplish personal goals that lead to a meaningful life
 - C) The ability to verify feelings and thinking
 - Emotionally intelligent people possess the ability to understand and problem-solve situations
- Therefore, people who have deficiencies in these skills may experience anxieties and inability to manage stress

EMOTIONAL INTELLIGENCE

- **Emotional Intelligence (EI)**
- ***Personal Competence (What I see)***
 - *Self-Awareness*
 - *Self-Management*
- ***Social Competence: (What I Do)***
 - *Social Awareness*
 - *Relationship Management*

CONCEPTUAL MODEL




Personal Competence (What I see)

- **THE ABILITY TO MONITOR ONE'S OWN AND OTHER'S EMOTIONS, TO DISCRIMINATE BETWEEN THEM AND USE THE INFORMATION TO GUIDE ONE'S THINKING AND ACTIONS. (MAYER AND SOLOVEY, 1990,1995)**
- ***Self-Awareness***
 - *Are you aware of your own emotions? Are you aware of others emotions?*
 - *Are you in tuned with emotions and where they stem from? Is it from stress, hurt, anger, joy, happiness, contentment or other sources?*
- ***Self-Management***
 - *Do you understand the differences in your emotions, and can you use the information to guide your thinking and actions?*
 - ***THE ABILITY TO PERCEIVE, UNDERSTAND, MANAGE AND USE EMOTIONS EFFICIENTLY TO FACILITATE THINKING AND DEAL WITH OTHERS***

Social Competence: (What I Do)

- ***EI IS THE ABILITY OF SOCIALLY AND EMOTIONALLY INTELLIGENT PEOPLE TO RECOGNIZE AND COMMUNICATE THEIR OWN EMOTIONS AS WELL AS TO UNDERSTAND THE EMOTIONS OF OTHERS (Goleman (1998))***
- **Social Awareness**
 - We are all social individuals. So, can we socially recognize and communicate our own emotions?
 - Do we understand the emotions of others?
- **Relationship Management**
 - This model of EI is trait-based, which means it incorporates personality
 - It is based on self perceptions, how you think about yourself and others.
 - It is about managing your relationships and developing the ability to understand and problem-solve



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THE GOOD NEWS

- It is a set of flexible skills that can be acquired with practice
- We can develop the ability to manage and cope with workplace bullying
- We have the ability to verify and manage our emotions
- We can use these skills to drive and accomplish our professional and personal goals
- Management, and administration buy-in in sending a clear message that workplace bullying will not be tolerated
- Offer training of the identified skill set to promote a culture of well-being and Positive Organizational Support (POS)
- In the long-run eradicate the workplace bullying and promote a healthy environment



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THANK YOU

- Q & A
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