



CAREER BASE CAMP

Day 2: Leverage Your Emotional Intelligence

for Career Success

REBECCA MCDONALD

SENIOR CAREER COACH

CURRENT M.A. COUNSELING CANDIDATE

Notes

Every year I work closely with recruiters and professionals from the largest accounting firms in the industry and something they emphasize is emotional intelligence.

I often feel like people tell you what emotional intelligence is and then just say good luck! But today we are going to get practical in the context of your career and recruitment.

First part is a little theory and the rest is digging down.

A List of Emotions

Go beyond the obvious to identify exactly what you're feeling.

Angry	Sad	Anxious	Hurt	Embarrassed	Happy
Grumpy	Disappointed	Afraid	Jealous	Isolated	Thankful
Frustrated	Mournful	Stressed	Betrayed	Self-conscious	Trusting
Annoyed	Regretful	Vulnerable	Isolated	Lonely	Comfortable
Defensive	Depressed	Confused	Shocked	Inferior	Content
Spiteful	Paralyzed	Bewildered	Deprived	Guilty	Excited
Impatient	Pessimistic	Skeptical	Victimized	Ashamed	Relaxed
Disgusted	Tearful	Worried	Aggrieved	Repugnant	Relieved
Offended	Dismayed	Cautious	Tormented	Pathetic	Elated
Irritated	Disillusioned	Nervous	Abandoned	Confused	Confident

Notes

Okay so let's start with getting focused into what we are going to talk about.

Take out a piece of paper or your phone

Start writing down every emotion you are feeling in this moment

Now write down everything that is on your mind

This is just a little quick check-in with yourself. Our brain has too many tabs open, we often lose touch of our self awareness.

Let's focus into our topic today.

A conceptual image of a human brain. The left hemisphere is a realistic, grey, textured brain model. The right hemisphere is partially obscured by vibrant, flowing paint splashes in shades of orange, red, pink, and blue. The word 'LOGIC' is written in a bold, black, serif font over the left hemisphere. The word 'Emotions' is written in a white, cursive script font over the right hemisphere. The background is a light, textured surface with some faint, dark lines.

LOGIC

Emotions

Notes

Emotional/Rational Dichotomy

It often feels like we have two minds, a thinking mind and a feeling mind. These two minds combine into one. **Utilize your whole brain to be successful. You don't have to punish one side to engage the other.**

WHY?

THE VALUE OF EQ



1. Promotability
2. Resilience
3. Employer ROI

[Ioannis Nikolaou \(2002\)](#)

Notes

Research has shown that people with EQ are promoted quicker.
There is a correlation between EQ and lower stress levels.

For the employer, less turnover, higher productivity.

“ The results were in the expected direction showing a negative correlation between emotional intelligence and stress at work, indicating that high scorers in overall EI suffered less stress related to occupational environment. A positive correlation was also found between emotional intelligence and organizational commitment.”

[Ioannis Nikolaou](#) (2002)





IQ often gets you the interview

EQ gets you the job

Abstract

This study investigates the effects of academic performance, extracurricular activities (ECA) and emotional intelligence (EI) of potential accounting-major graduates on the outcomes of their respective interviewing activities and the number of final job offers given by the multinational Big 5 public accounting firms. The following outcomes are identified: (a) the number of initial job interviews is affected by both a graduate's academic performance and level of participation in ECA; (b) the number of subsequent job interviews is affected by both the number of initial job interviews as well as the level of a graduate's EI; (c) the number of final job offers is affected by the graduate's level of EI and both the number of initial and subsequent job interviews. The results indicate the relevance of EI in the job search process and will also be useful for accounting educators to plan their curricula more effectively to enhance the job placement of their graduates with the Big 5 firms.

Keywords: Emotional intelligence, soft-skill competencies, interviews, job offers

Old Myths



“EMOTIONS DON’T BELONG IN BUSINESS”

“ACADEMIC ACHIEVEMENT IS THE INDICATOR OF FUTURE SUCCESS”

“I ONLY NEED TO FOCUS ON CLASSES AND GET A HIGH GPA TO GET A JOB”

Notes

We are moving away from old mindsets/myths

Emotions don't belong in business (bringing them in a productive and appropriate way instead).

Academic achievement predicts future success.

I still see some of these mindsets in students.


Your number one goal in school is to develop a professional self.

These old myths are harming students who don't focus on their social development.



Notes

We live in a world where we don't often have direct social interactions, they are done through technology which means we don't naturally have a lot of practice with reading body language and handling.



**An array of skills and
characteristics that drive
leadership performance**

Notes

So what is it

Here is where I want you to start taking notes

Daniel Goleman defined EI as:

EQ Introductory Video: https://www.youtube.com/watch?v=_G-f2YjuMcU&feature=youtu.be

Five Domains	
Perceiving one's own emotions	Recognizing as they happen, self-awareness
Managing own emotions	Handling emotions, soothing self, bouncing back and not living in distress, stress management, anger management, positive thinking
Motivating oneself	Using emotions in service of a goal, emotional self control (delaying gratification and stifling impulsivity), using courage and drive.
Recognizing emotions in others	Empathy
Handling relationships	Managing emotions in others, social competence, social skills

**Yale Psychologist Peter Salovey



Self Assessment

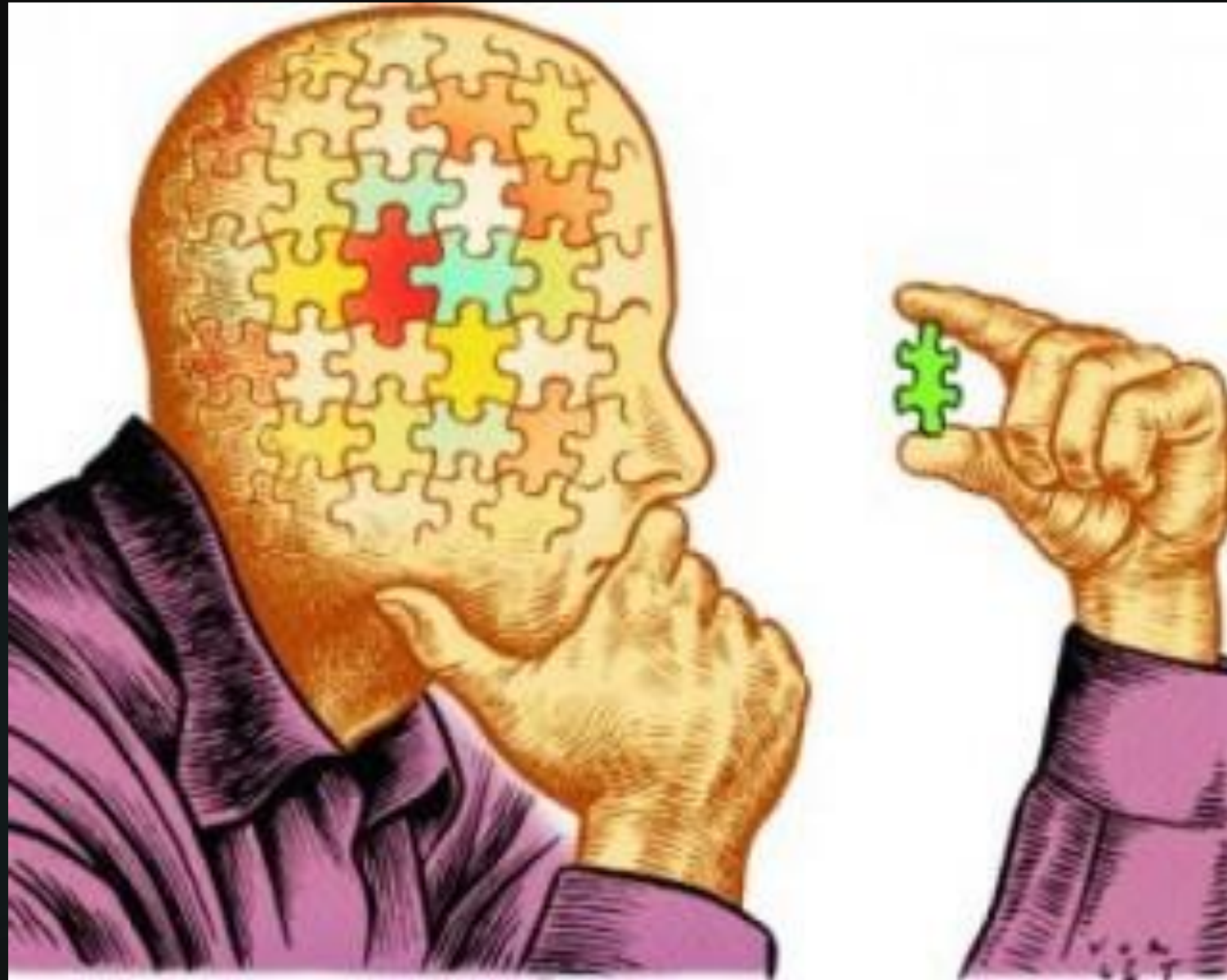
Notes

Okay so you should have a little assessment in front of you. Take a couple of minutes and start filling that out. This will give you a baseline of where your EQ may be at.

I want you to remember that nobody ranks high in all of these domains.

I want you all to close your eyes. Look at the one with your lowest effectiveness right now.

Research indicates that one's estimate of his or her EI (as assessed by self-report as opposed to skill-based measures) is mostly uncorrelated with actual emotion-related ability and does not predict behavior. This is one snapshot, now go give it to a friend and see what their perception is.



Notes

Self Awareness

What is it?

- Reading and naming your own emotions
- Knowing your limits and strengths
- Being confident in your worth and abilities

A List of Emotions

Go beyond the obvious to identify exactly what you're feeling.

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Notes

Reading and naming your own emotions

“I feel _____”

Ignoring your emotions does not make them go away.

Paul Ekman, Psychologist from the University of California and the pioneer in the study of emotions, found that there were six major emotions; happiness, surprise, sadness, anger, disgust and fear.

SADNESS



INSIDE
OUT

JOY



INSIDE
OUT

FEAR



INSIDE
OUT

DISGUST



INSIDE
OUT

ANGER



INSIDE
OUT

SELF AWARENESS



What is my first impression?

Notes

The one part of self awareness we are going to focus on is

First Impression and Physical Presentation

What is your first impression? – When I walk into a room, networking event or interview, am I intimidating, joyful.

Ask a trusted friend/mentor, what do you think my first impression is? How do you think I operate?

I don't want you to try to manipulate your first impression, research shows that comes off as fake, I just want you to be aware!

The second key takeaway for this section is that your impression is affected by your body language.

BODILY AWARENESS FOR RECRUITING

- Claim territory (take up space)
- Aim your body towards who you are speaking to
- Raise your chin
- Eye contact
- Where are you carrying stress? Relax your shoulders

Notes

Your assessment of your abilities (your confidence), this shows up in your body language.

Prep your body before an interview.

Let's practice PRESENCE using research based confidence characteristics in the U.S.

Take a video of yourself doing practice questions or your introduction.



*“Don’t fake it till you make it,
fake it until you become it.”*

– Amy Cuddy (2012 Ted Talk)

MANAGING EMOTIONS



Notes

Keeping impulses under control

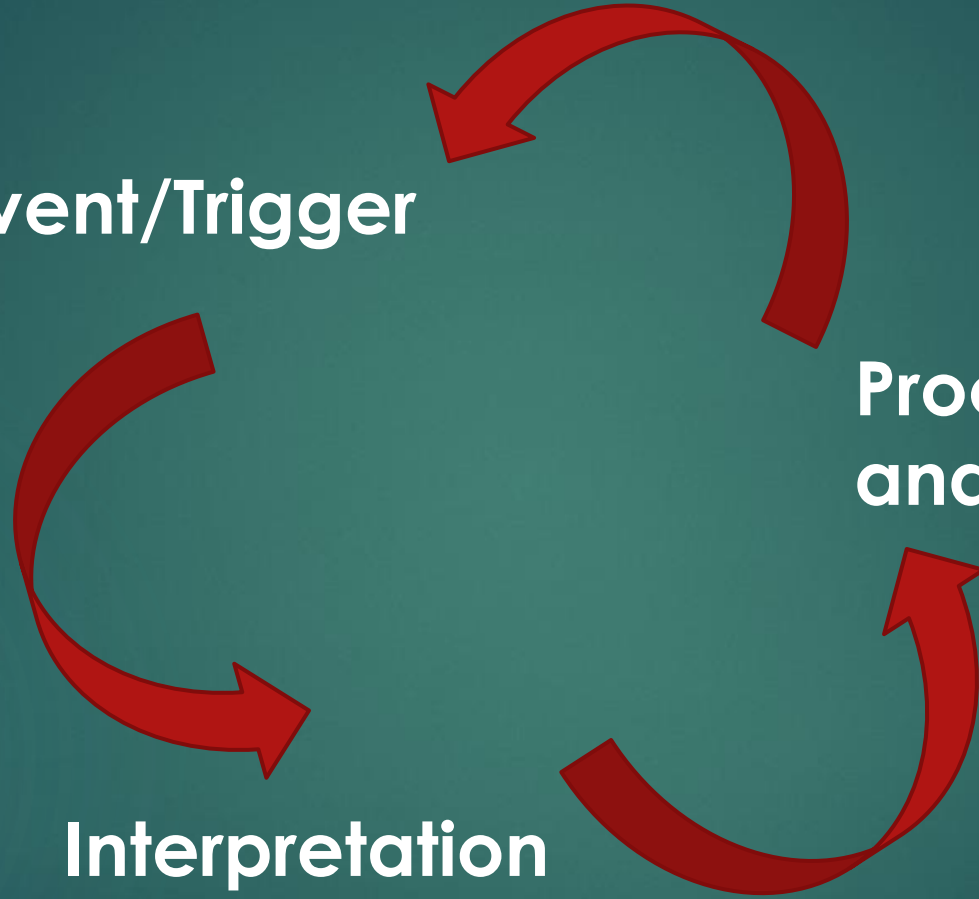
What is it?

- Being flexible to overcome obstacles
- Taking initiative and motivating yourself
- Appropriate transparency about your emotions

Event/Trigger

**Processing
and Stability**

**Interpretation
and Reaction**

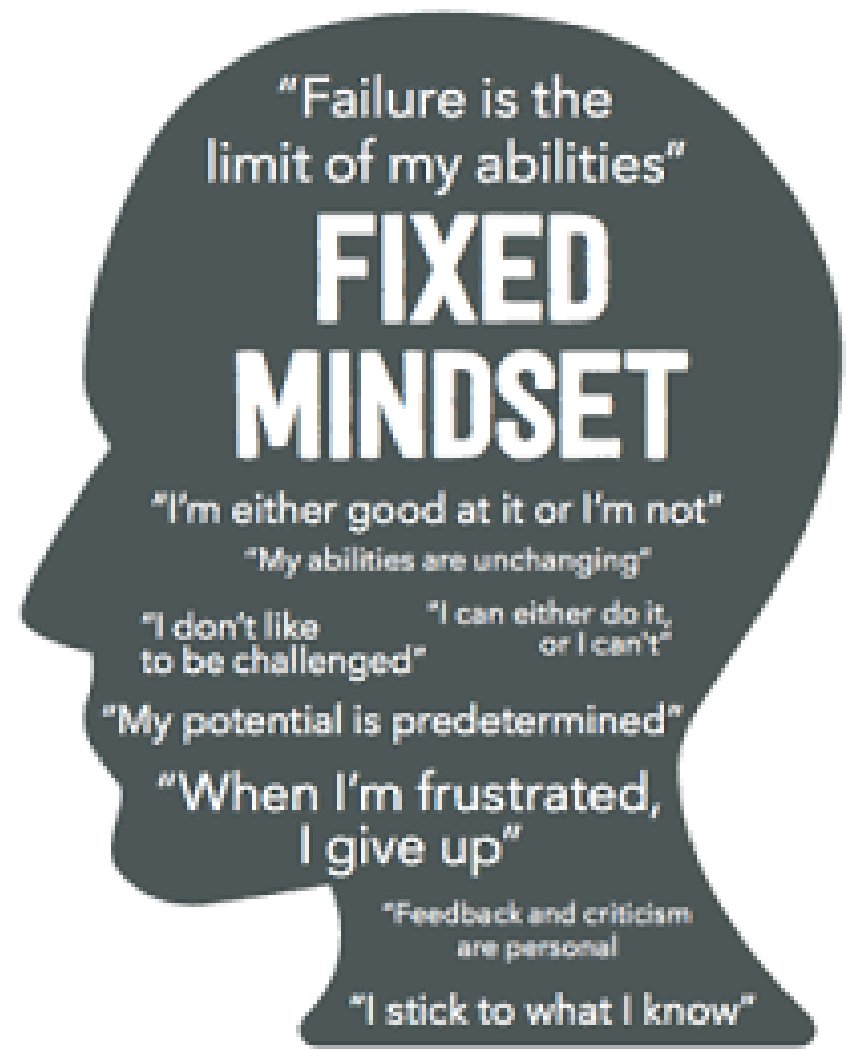


Notes

When your emotion level is appropriate to the situation, no management is needed.

What you believe about what caused the emotion

High stress interview – My interpretation of this is that I'm out of place – How we process that determines...



Notes

Our one takeaway from this domain is the concept of motivating yourself in the presence of challenges or tough emotions.

Fixed mindset vs growth mindset (Mindset by **Carol Dweck**)

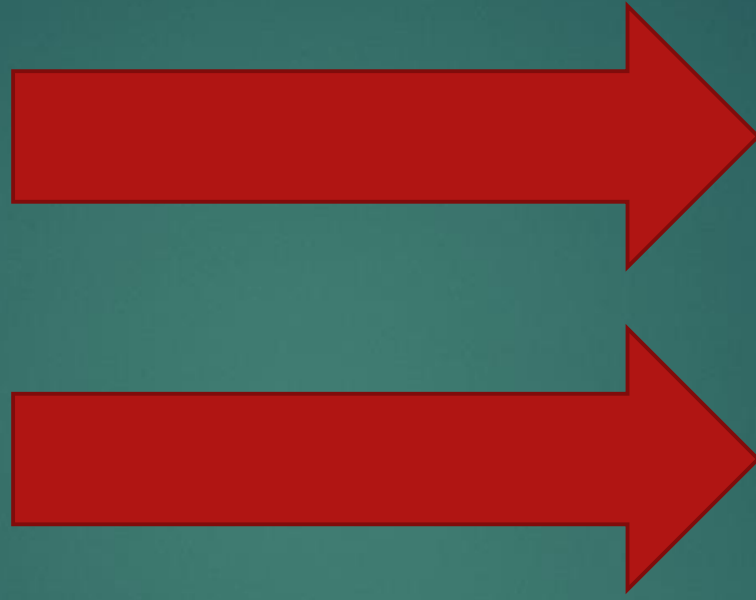
Fixed people believe their qualities, traits and even experiences are fixed and unchangeable – they document their talents instead of developing them.

Growth does not view these things as fixed and views challenge as an opportunity.

Examples

Fixed vs. Growth Mindset and The Job Search Process

Job search activity	How the <u>fixed mindset</u> candidate responds	How the <u>growth mindset</u> candidate responds
Networking	"I'm not good at networking -- I'll just apply to jobs online."	"I know networking significantly improves my chances of getting hired. I can get better at it -- and feel better about it -- with practice."
Interviewing	"I'm pretty good in interviews already."	"I can be amazing at interviews with more practice."
Missing Credentials	"I'll settle for jobs that don't require a new credential."	"If this is the job I really want, I can do what it takes to get the credential or comparable experience."
Rejection	"Maybe I'll never get an offer."	"I can learn what went wrong, do better next time, and become more resilient in the process."
Accepting The Offer	"I don't want to know if anything's wrong with it, just gimme the job!"	"I want to know if my future boss and company culture are growth mindset too."



Pursuing your values and goals is better
than avoiding discomfort

Social Awareness

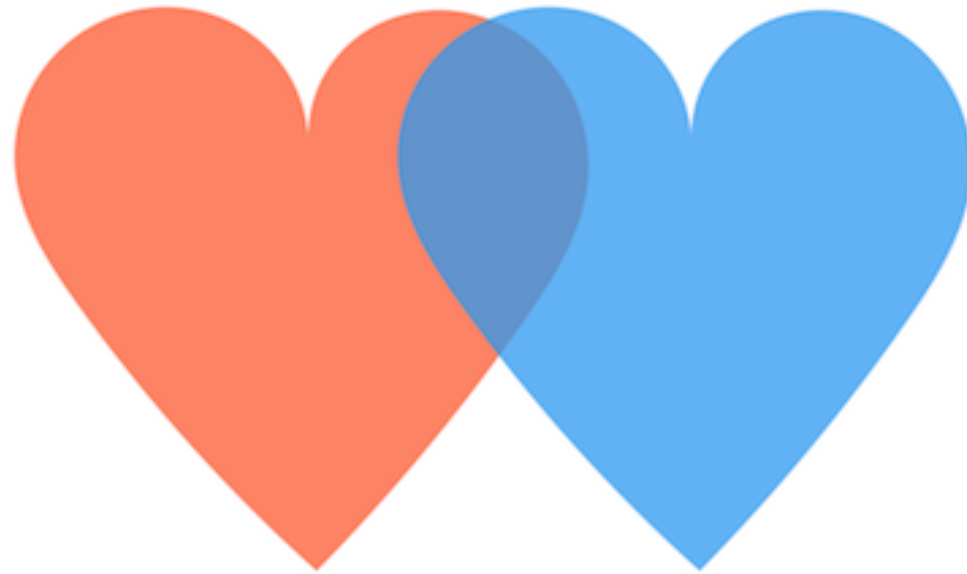


Notes

What is it?

- Sensing other's emotions
- Reading the room and the climate
- What is appropriate behavior within this context

EMPATHY



Notes

A key part of reading the room is having...

Empathy

The ability to share and understand what another person is feeling by placing oneself in that position.

AWARENESS OF OTHERS

Recognize other's feelings

Notes

-Recognize their feelings

Maybe the recruiter is being really dismissive, start with “Hey I know its an overwhelming time and so this will only take one moment.”

The more open we are to our own emotions the more skilled we are in reading feelings.

AWARENESS OF OTHERS

Align with their energy (not match)

Notes

-Try to align with their Energy!, not match.

Mirroring - Body Language, Verbal Cues (tone of voice, energy level)

Our emotions impact others. Overly energetic? That might really rub an interviewer the wrong way.

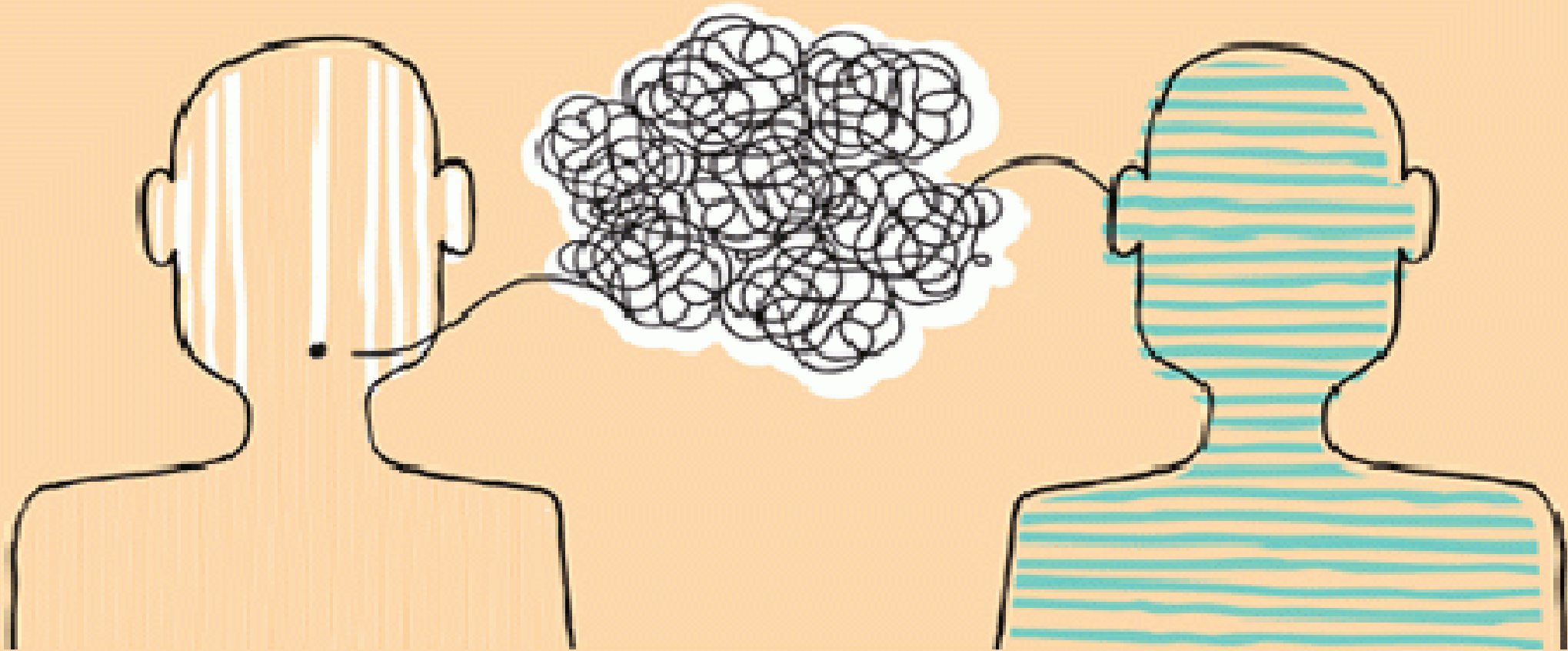
Social Skills and Relationship Management



Notes

What is it?

- Being able to handle disagreements with respect
- Cooperating in teams
- Listening and comprehending



Notes

Learning Takeaway

Listen and paraphrase,

In interviewing:

Ask for them to repeat the question, listen to their stories and repeat back parts you appreciated.

WHERE THE
MAGIC HAPPENS

Your Comfort
Zone



Notes

Seek edge experiences, just a little uncomfortable.

That's where the learning is

- Grow in emotional intelligence
- Have great stories for interviews

Bring your
professional
personality



Notes

I want to leave you with one final thing, every year I sit down with each recruiter and ask them about our students.

They consistently say we have the best prepared students. However there is such a thing as being over prepared and the employers have said not to forget to bring your personalities and your energy.



EMOTIONAL
INTELLIGENCE

