Social and Emotional Intelligence + Leadership

Nishantha Kamaladasa

Definition – Social Intelligence

Social intelligence refers to the ability to

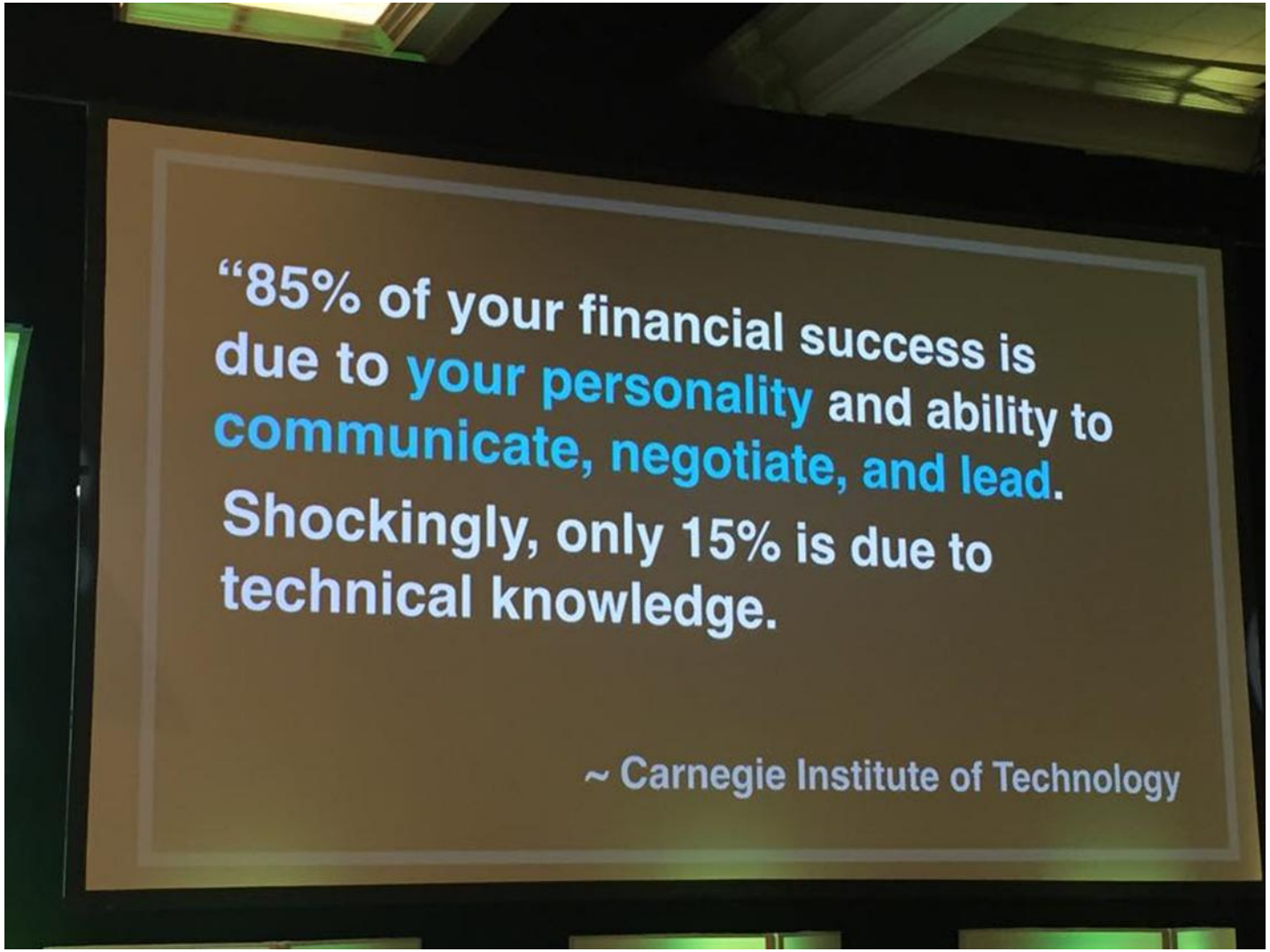
- Understand people and groups,
- Effectively navigate in social settings,
- interact with others,
- and manage interpersonal relationship

. When you are in a group

- in social situations

Importance of social intelligence

- It plays a vital role in personal and professional success
- Because it contributes to effective communication, teamwork, leadership, conflict resolution, and overall social well-being



Definition – Emotional Intelligence

Emotional intelligence refers to the ability to

- Understand people,
- Effectively navigate in personal encounters,
- Interact with people,
- and manage interpersonal relationship

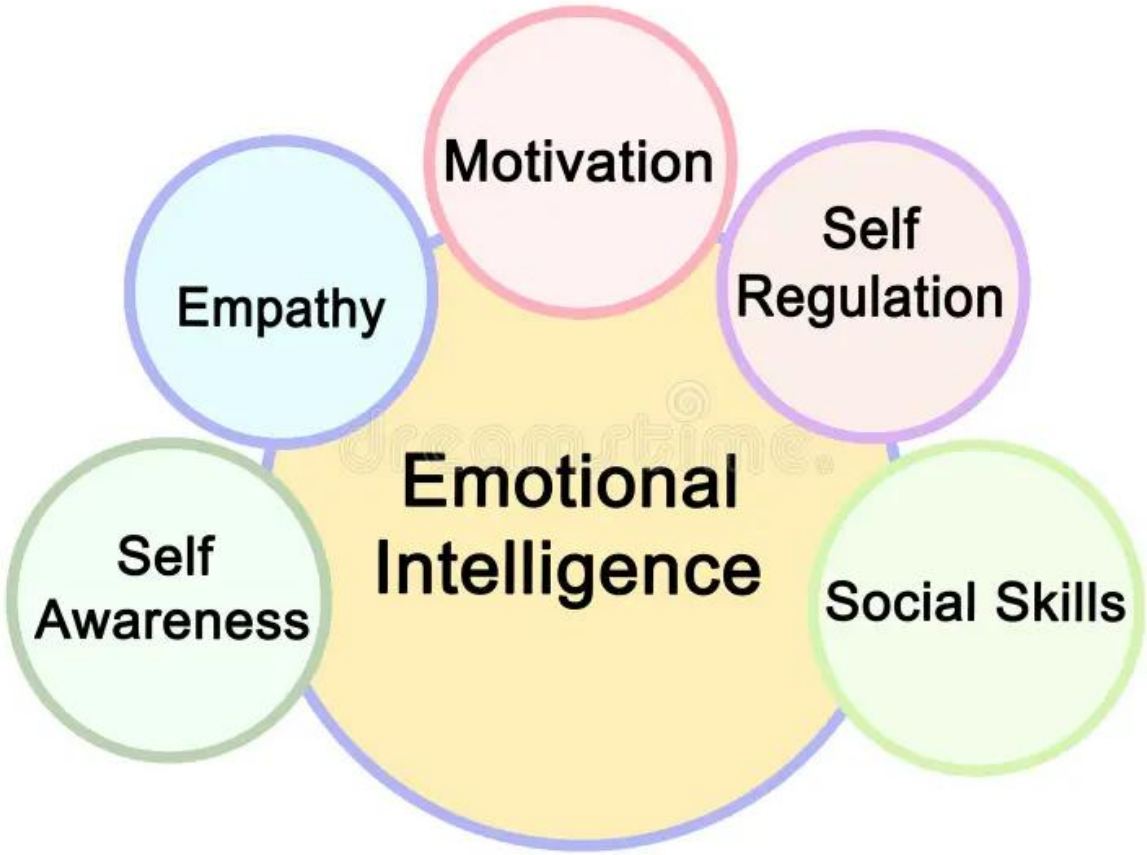
When you meet people in person

- in personal encounters

.

Importance of emotional intelligence

- It plays a vital role in personal and professional success
- Because it contributes to effective communication, building personal relationships, networking, avoiding conflict, and overall physical and mental well-being.



Difference

Social Intelligence

- Effective communication,
- Leadership,
- Teamwork,
- Conflict resolution,
- Overall social well-being.

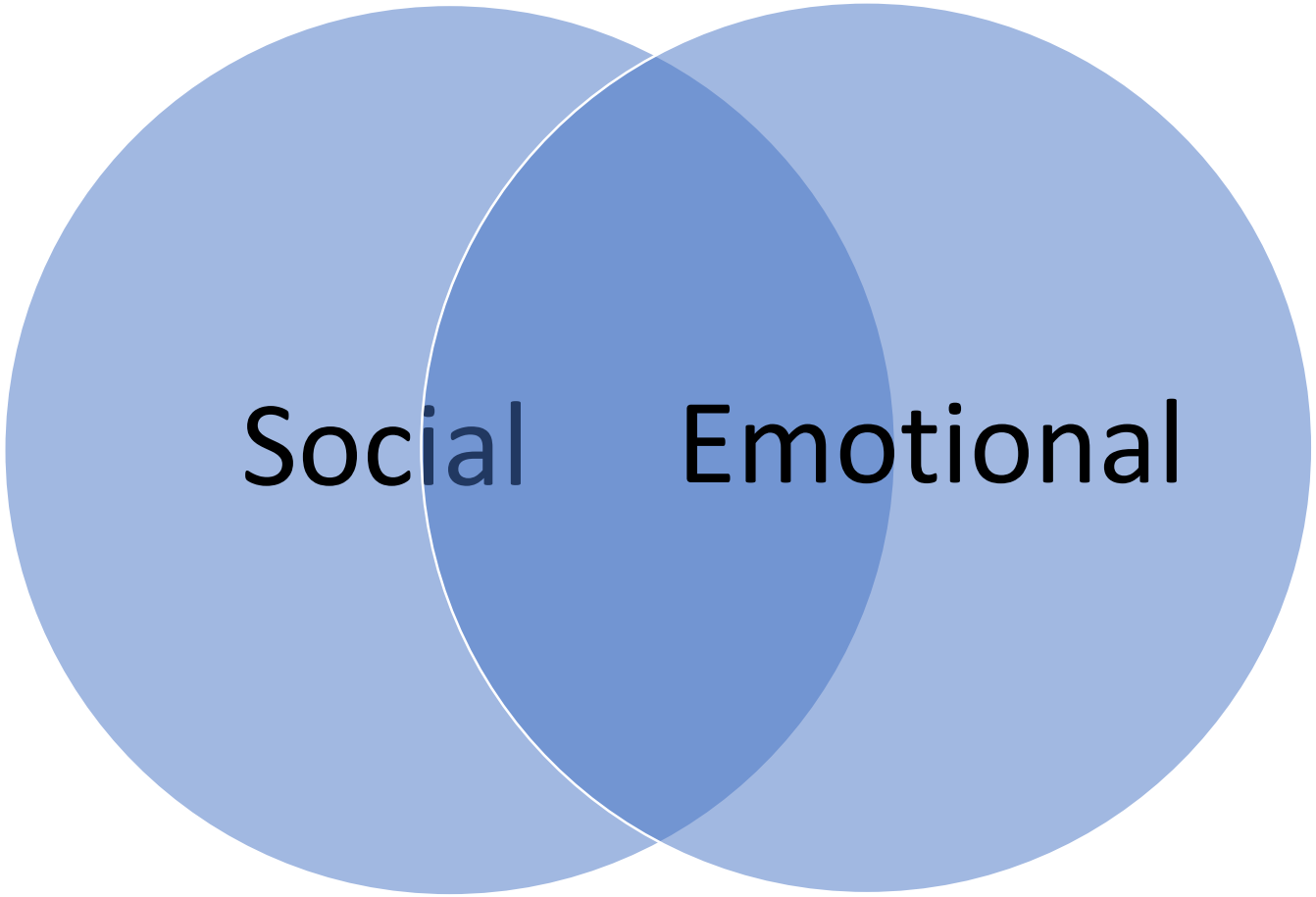
Sociology and Social Psychology

Emotional Intelligence

- Effective communication,
- Building personal relationships,
- Networking,
- Avoiding conflict,
- Physical and mental well-being.

Personal Psychology

Relationship



Understand,
Effectively navigate,
Interact with,
and
Manage this relationship

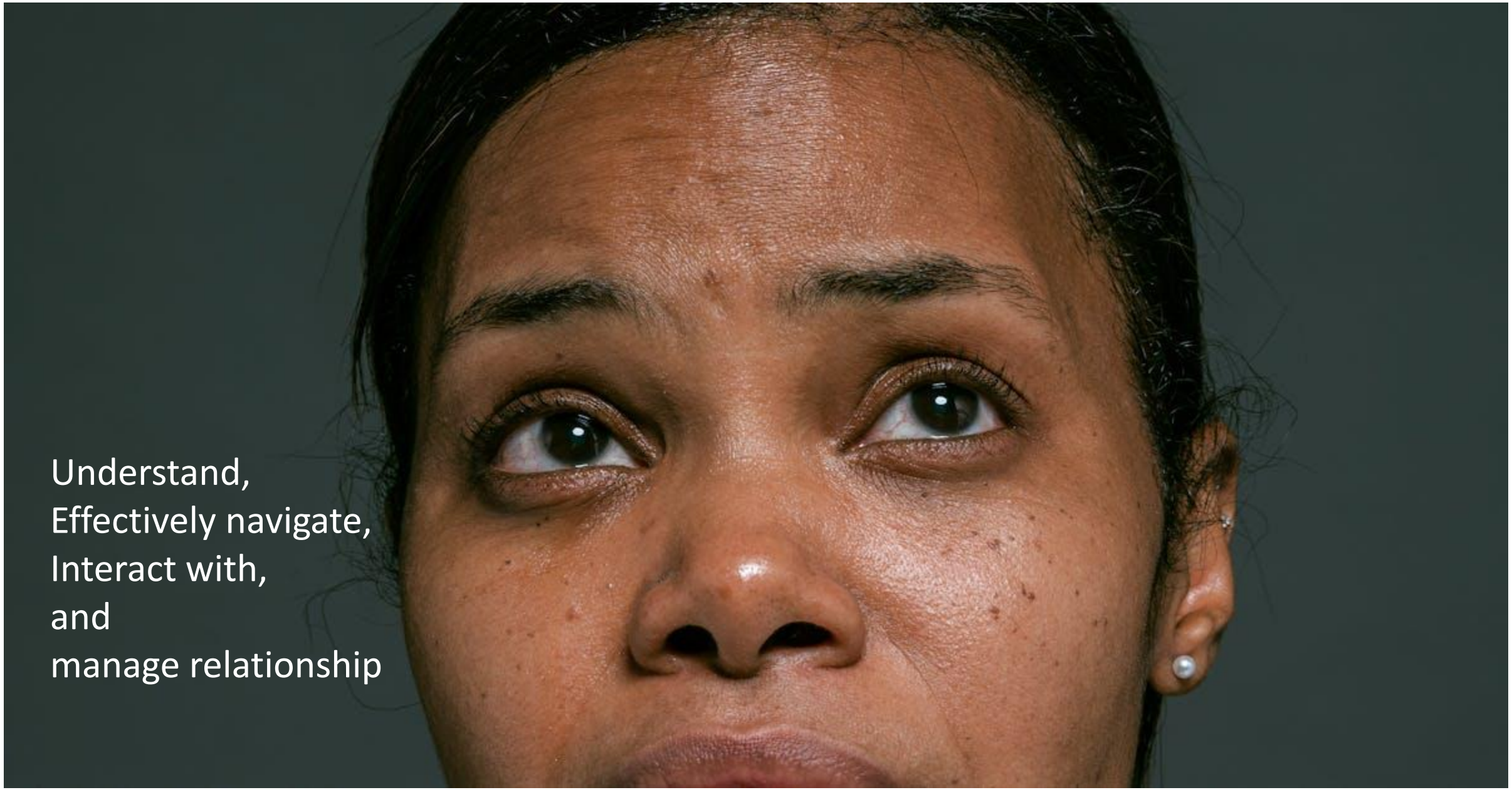


Mirroring the behavior

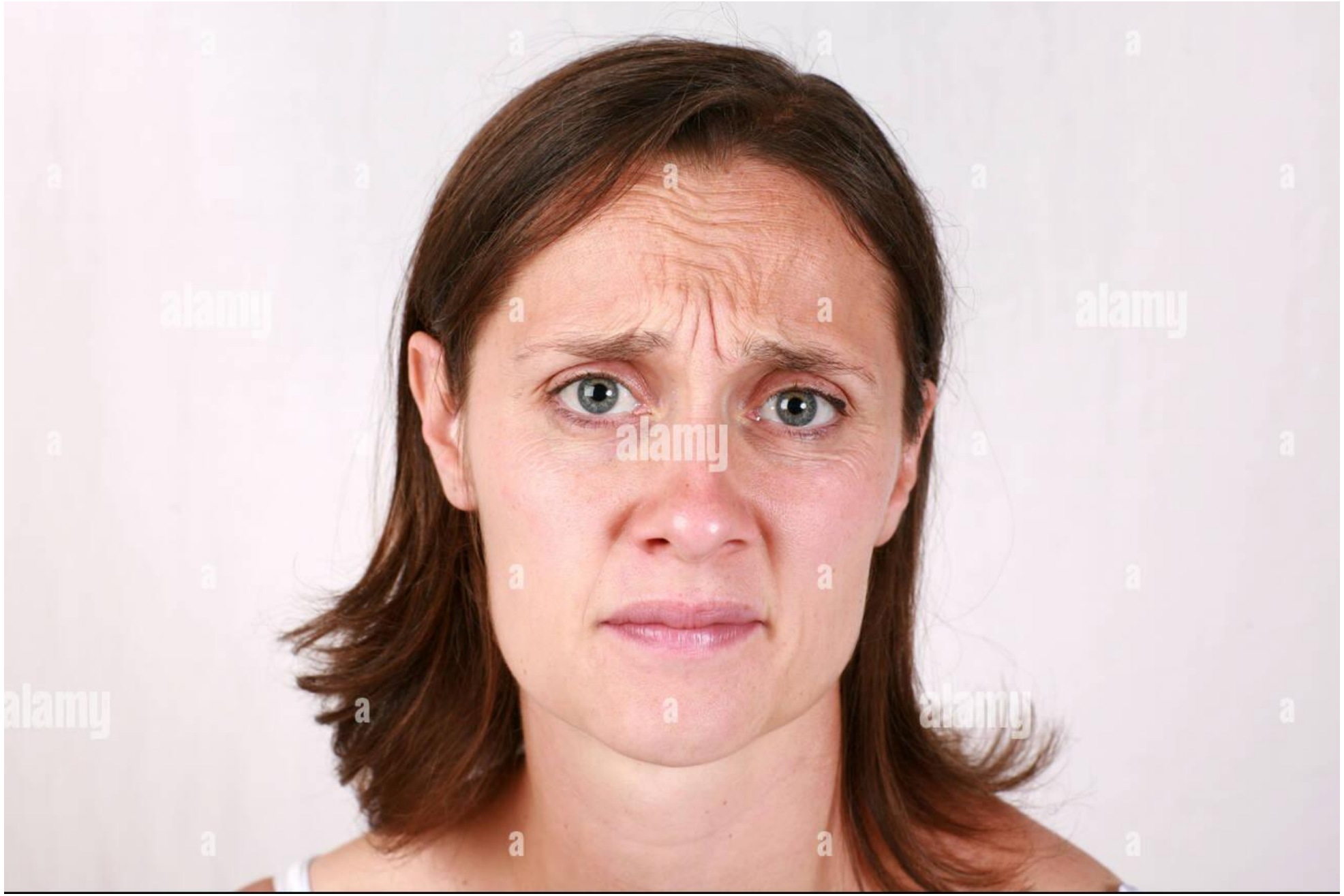


When you exhibit calmness other has to mirror it

- DDCares Best Practices: The aggressive patient (youtube.com)


Understand,
Effectively navigate,
Interact with,
and
manage relationship





Behavior of a person is different in different settings

Personal encounters

- Person is neither specially strong or weak but neutral
  - Normally polite and not aggressive
  - Avoid confrontations

In a group

- Person could be stronger or weaker depending on his status in the group
  - Get the strength of the team mates - could be aggressive
  - Behave under group pressure and could be nasty or subdued
  - Ready to confront if there is group support



Group dynamics

- Women in the group
- Young lads
- Elderly males
- Individuals wielding different power

What challenges would be there?

Some possibilities

- Seniors will speak more
- Men will speak more and women will be reluctants
- People with power will speak more
- Some will be restricted by others

IQ may not be enough

- Pen

What Social intelligence constitutes of

It involves a combination of skills and competencies that enable individuals to

- interpret social cues,
- empathize with others,
- communicate effectively,
- and adapt behavior for the occasion

in various social contexts.

So that you will be able to achieve your goals while helping others to achieve theirs

Mental preparedness

- You want to win
- You want others to win

- If not, no point to be there
- If not, others will see no point to accommodate or entertain you



Is it a fixed trait?

- Social intelligence is not a fixed trait but can be developed and improved over time through
  - learning psychology and sociology
  - learning from interactions with people and from different social experiences having the right mind set
  - self-awareness and self development
  - Practice
- Bulk of it from exposure while sound theoretical base would help immensely

Knowledge required

- Social Psychology and Human Psychology
- Sociology

- General human behavior
- Specific individual behavior
- Individual behavior when they are in groups
- Group behavior

Key components of social intelligence include:

- Empathy:
- Social Awareness:
- Communication Skills:
- Emotional Regulation:
- Relationship Management:
- Social Adaptability:
- Persuasion and Influence:

“Dad, I don’t want to go to school any more”

- What nonsense, you have to. I also felt the same way at your age. But later only I realized how important schooling is?”

- Sympathy

- You are frustrated about the school? Any thing wrong?

- Empathy

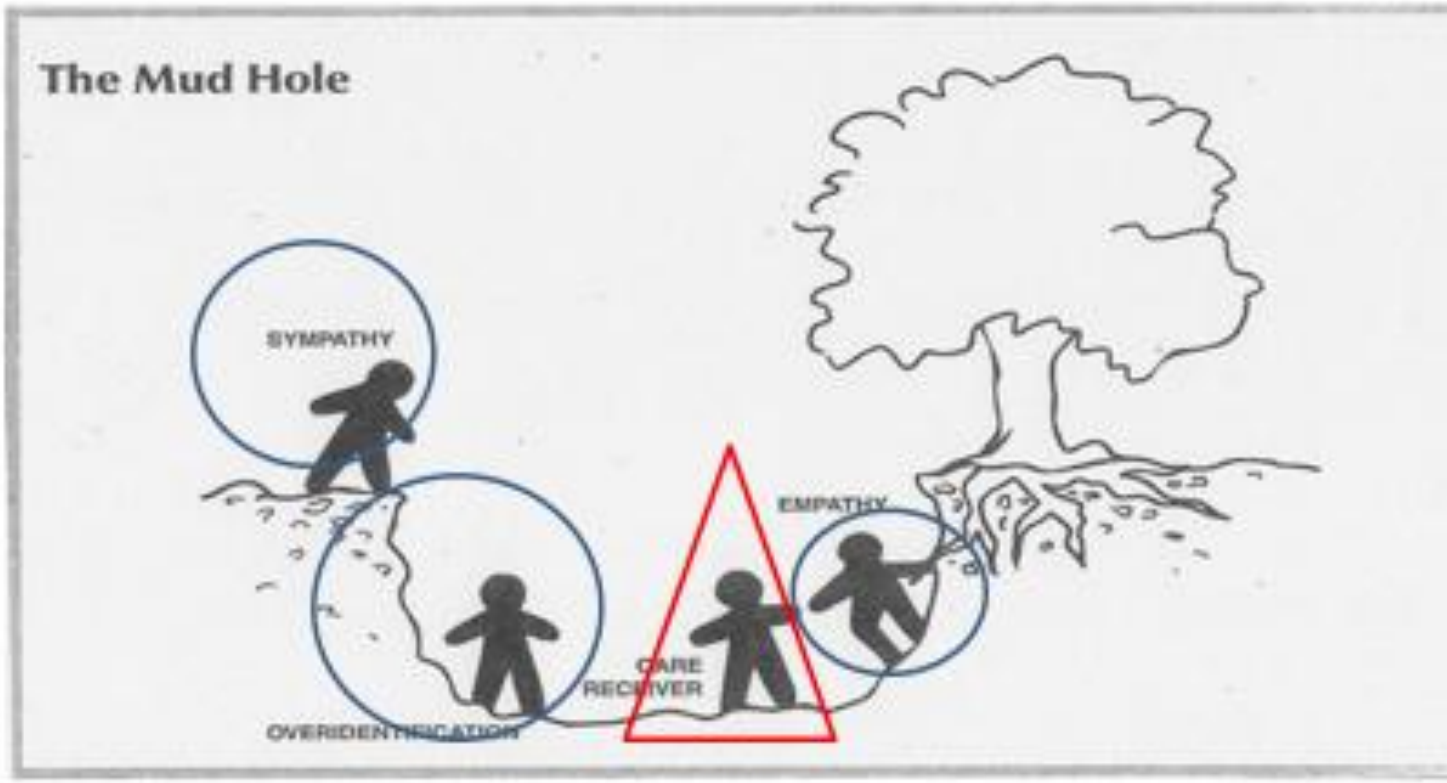
- If you don’t want to go to school, stay home. That is perfectly, OK. Why should some one do what he does not like?

- Over identification

Empathy

The capacity to understand and share the feelings, perspectives, and emotions of others. Empathetic individuals can put themselves in someone else's shoes and comprehend their point of view.

Difference between sympathy, empathy and over-identification



Empathy is difficult in societies with

- Rigid hierarchy and high power distance
- Groupthink and strong societal norms
- Risk aversion

What would be your reaction if your son wants to be a transgender girl?

Would you get annoyed, sympathize or empathize?

Social Awareness

The ability to

recognize and interpret social cues, body language, facial expressions, and verbal communication

to understand the emotions, intentions, and moods of others.

It involves being attuned to the dynamics of a social situation.

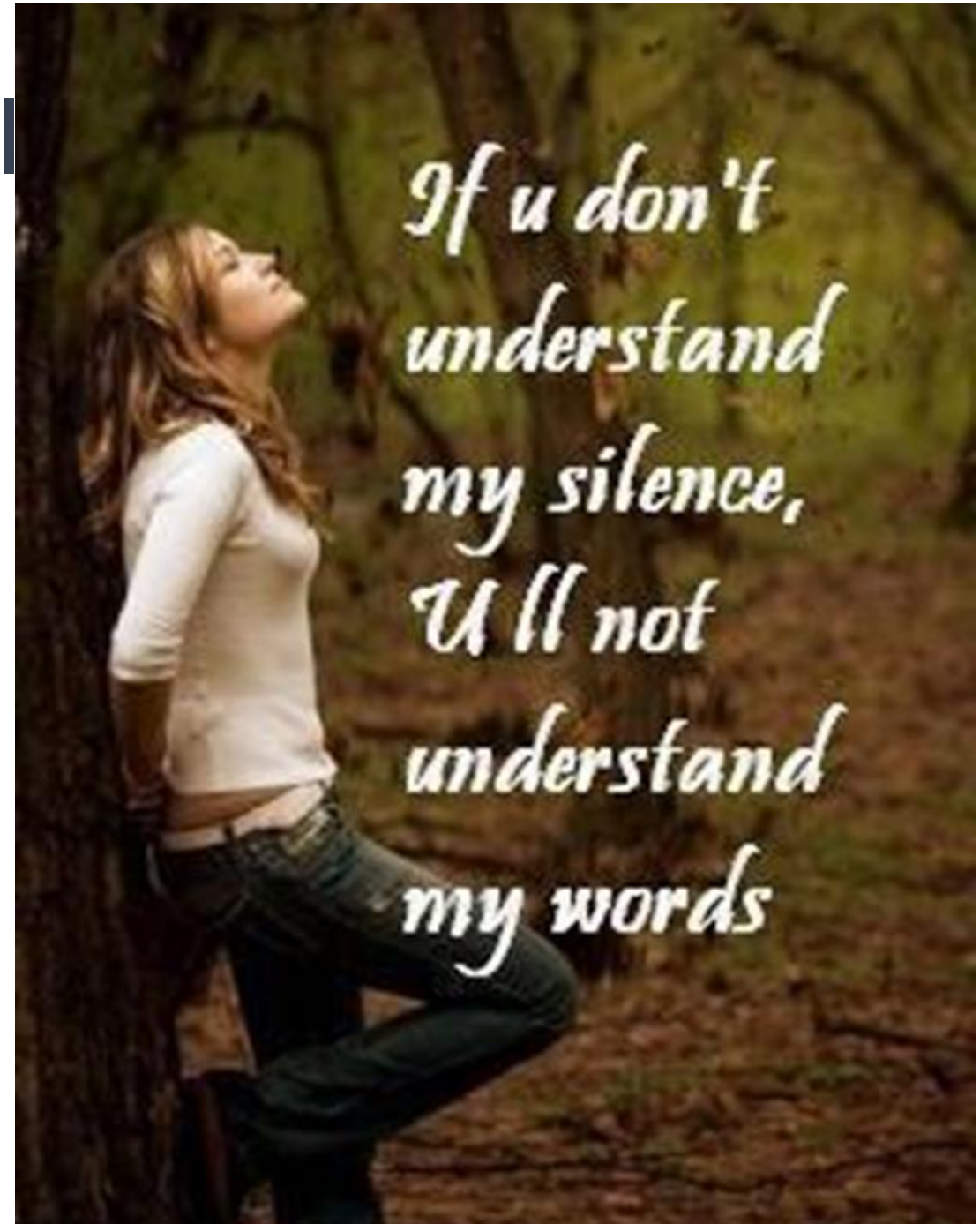


When emotions are high rational thinking take a back seat

Communication Skill

Effective communication is essential for social intelligence. This includes

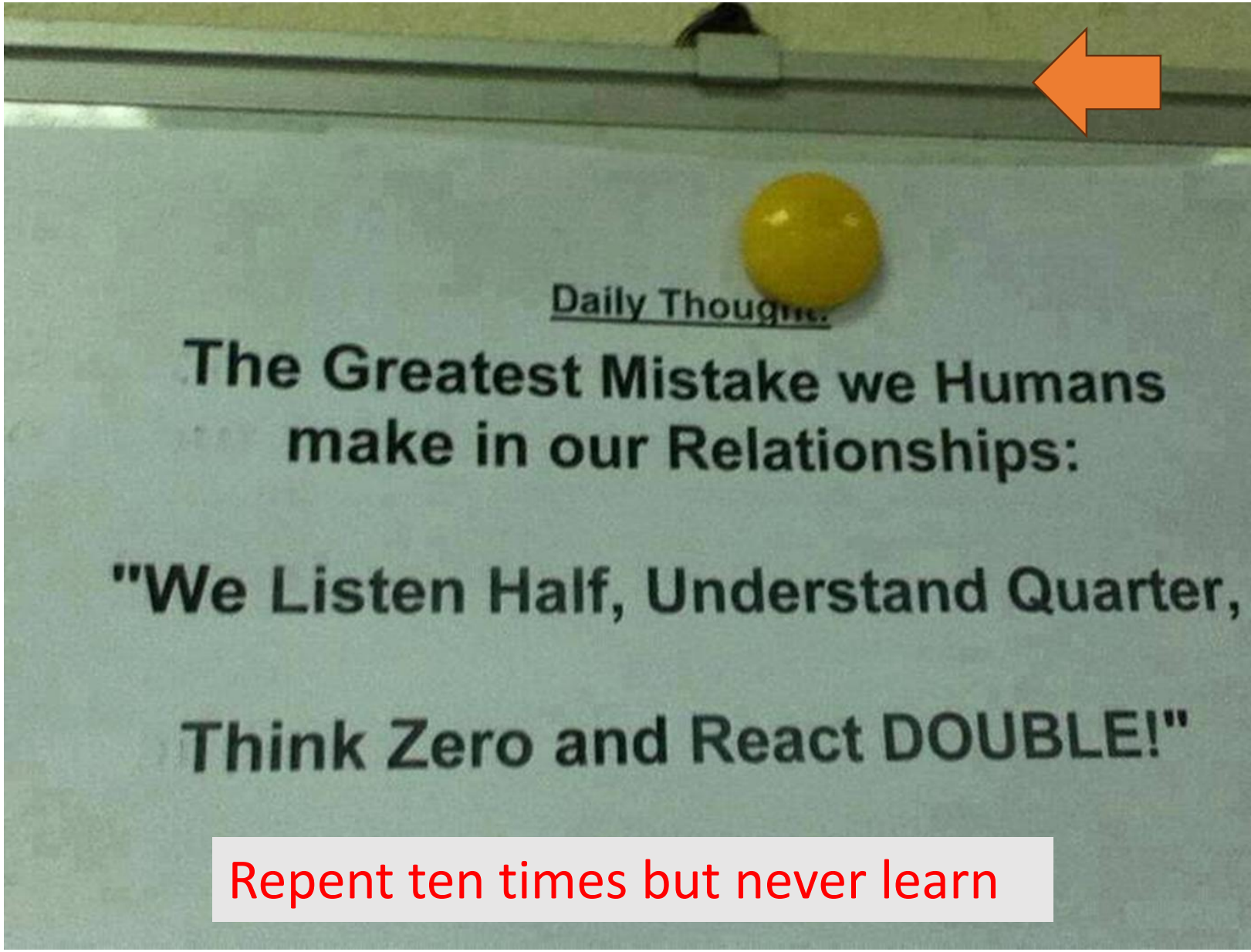
- verbal and non-verbal communication,
- active listening for both thoughts and emotions,
- and the ability to convey and share thoughts and emotions clearly and persuasively.



Emotional Regulation

The capability to

- manage one's own emotions in social situations,
- staying calm under pressure,
- and responding appropriately to various emotional states in others..



Relationship Management

Building and maintaining healthy, positive relationships with others is a significant aspect of social intelligence.

This involves

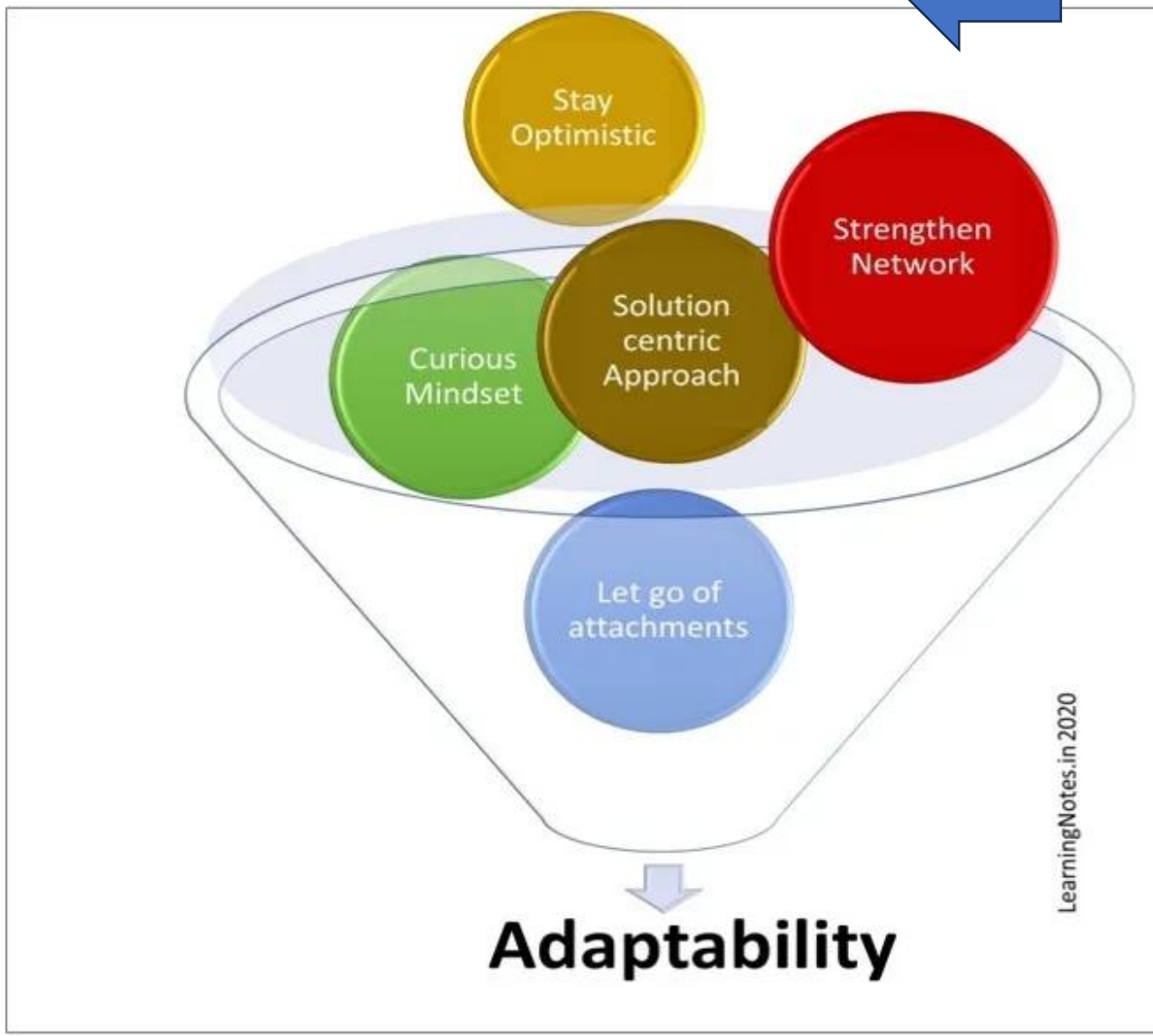
- conflict resolution,
- negotiation,
- cooperation,
- and the ability to handle challenging interpersonal situations.



Social Adaptability

Being flexible and adaptive in various social contexts is essential for social intelligence. People with high social intelligence can adjust their behavior and communication style to suit different situations and different personalities.

ඇලීම හා ගැටීම
Attachment and hatred



Required mentality

OK

- Proactive
  - You have a plan
- Responsive
  - Ready to amend it to accommodate others

Not OK

- Reactive (you don’t have a plan)
  - You will work for others’ plans
- Non-responsive
  - You will have a very small network

Persuasion and Influence

The capacity

to understand the needs and motivations of others

to influence their thoughts, decisions, and behaviors through effective communication



Leadership

Leader and power

- Abuse power
  - Nepotism (ඥාති සංග්‍රහය)
  - Corruption (දූෂණය හා වංචාව)
  - Oppression (මර්දනය)
- Exhibit power
  - Waste (නාස්තිය)
  - Show off (සෝබනය)
- Use power
  - Enforce law and order (නීතිය ක්‍රියාත්මක කිරීම)

Difference

Exhibiting power

- You exhaust it



Using power

- You sharpen it



Difference

Exhibiting power

- People who are insecure exhibit power



Using power

- People who are confident about themselves use power



Difference

Position

- You are there to fill up the position
- Associated with privileges
- Position, therefore, must be defended

Role

- You are there to perform a role
- Associated with responsibilities
- Any one is free to perform the role (interchangeable)

Easier said than done in a society like ours
But that is the change required




PT-NKL


FEINE
ZIGARREN-

Difference

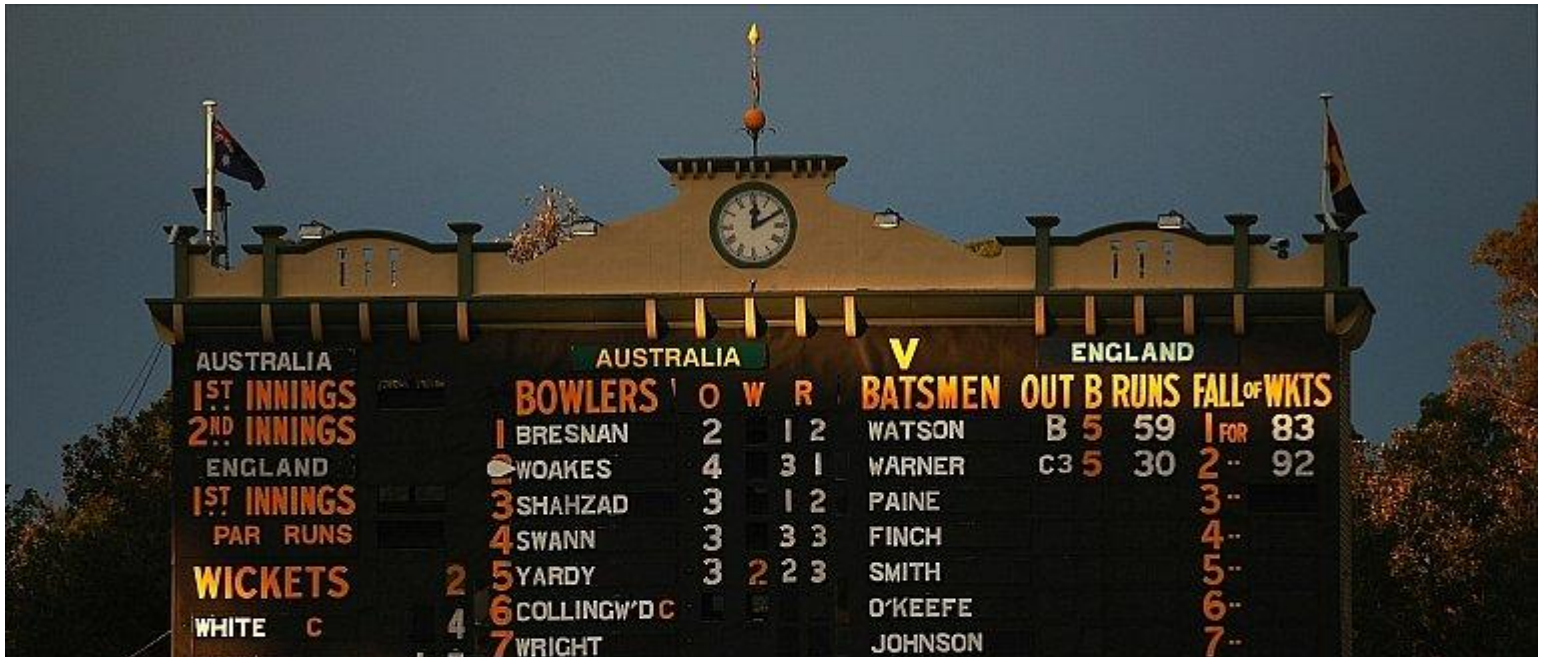
To defend the position

- Person needs to score over the others in his/her own team

To perform the Role

- Person assuming the role will try to maximize the score of the team
- He/she has relieved him/herself of the burden of defending the position

The key question is what would you opt when you have to select between the two



Difference

To defend the position

- Person needs to score over the others
- Person speaks more, speaks first, listen less and try to dominate

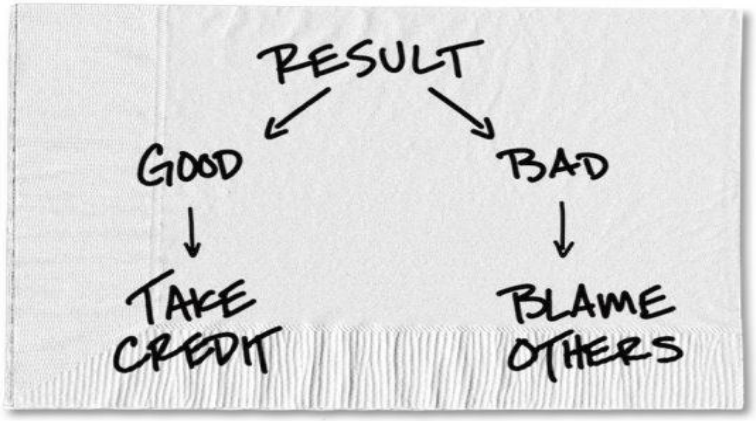


To perform the Role

- Person assuming the role will try to maximize the score of the team
- Person will speak less, speak last and listen more and try to facilitate others



Differenc



To defend the position

- Person needs to score over the others
- Person speaks more, speaks first, listen less and try to dominate
- Leader need to take the **credit** and pass the blame to people below

To perform the Role

- Person assuming the role will try to maximize the score of the team
- Person will speak less, speak last and listen more and try to facilitate others
- Leader will readily take the **blame** for any failure and give the credit to the team members

Consider leadership

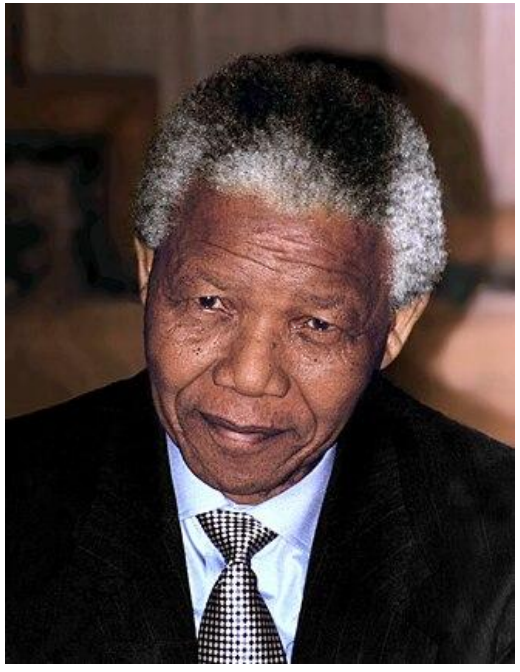
- Not as a position to fill
- But as a role to play and a responsibility to assume

Position and the individual

- Position is important for the individual to shine
- Because he does not have much in himself

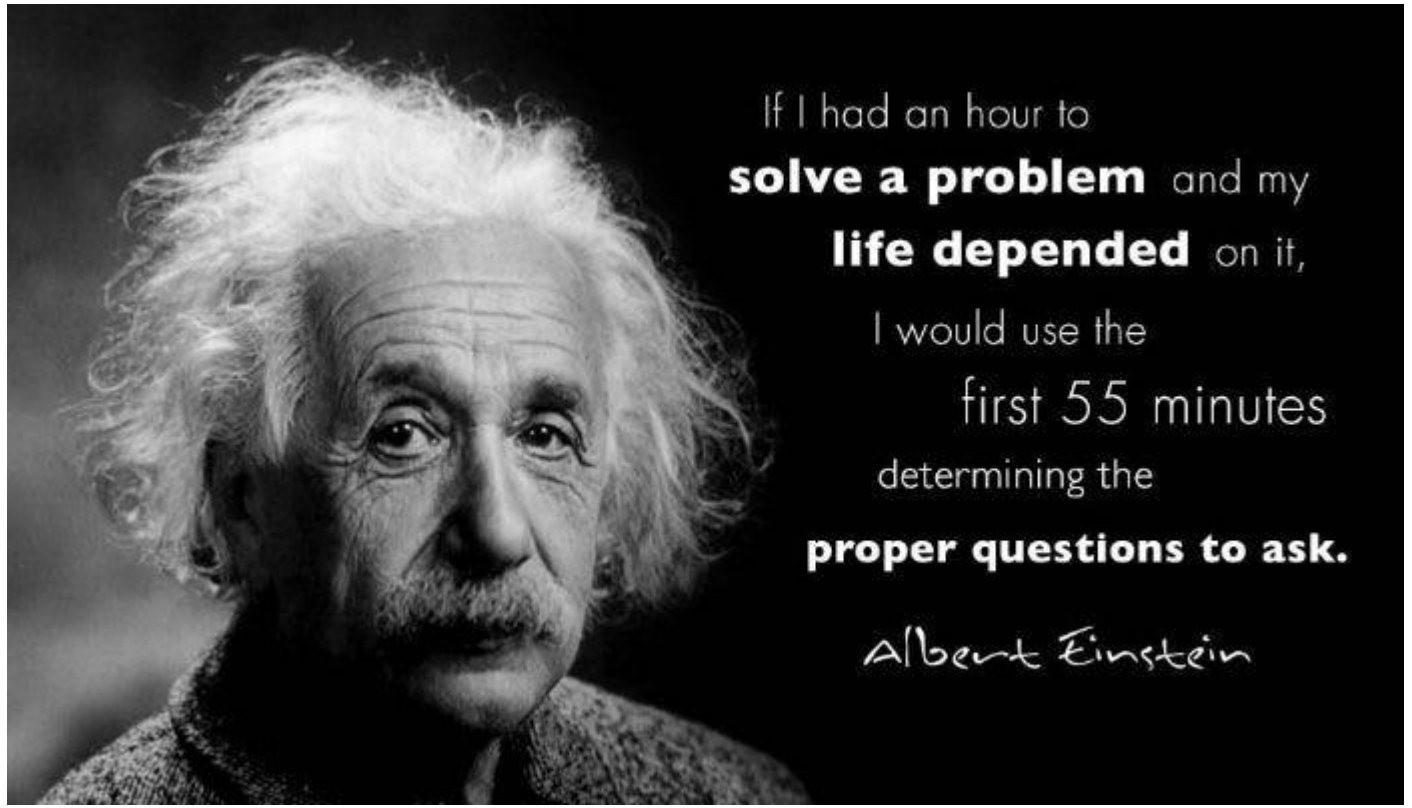


- Strong individual will make the position to shine
- He has everything irrespective of the position he/she may hold



Listening is one of the most important skills

- But it should be associated with raising right questions.



Country can be developed through agriculture

- Why do you think so?
- What is the current contribution of agriculture to the economy?
- To what level you think we would be able raise it?
- By what means?
- What is the component of agriculture to GDP in USA?
- What is the maximum percentage of agriculture to economy you find in any of the developed countries?
- What is the ratio of imports to domestic production like now?
- What can we produce efficiently so that we can compete with the rest of the world in agriculture?
- What other alternatives available to us and why agriculture is better compared to those?

Leader and follower

- In separable
- Some followers are leaders in their own right

My own experience



Lead by	You can lead by following someone
Give	Give people a platform to perform, listen to them, listen to their ideas, observe what they deliver
Enjoy	Enjoy their performance
Appreciate	Appreciate – give them credit
Give	Give opportunity for people to earn credit, by delegating, by empowering, by allowing them to experiment
Take	Take the blame

There are three types of leaders

- Political
- Supervisory
- Visionary

- People
- Work / task
- Institution / systems/ procedures

Leaders focus

- **People**
  - Political type

People oriented

- People are inspired because he/she cares



Leaders focus

- **Task**
  - **Supervisory type**
- **Results oriented (Task)**
  - **Can see immediate results**



Leaders focus

- **Institution**
  - Visionary type
  - Policies, Long-term plans, Values, Systems, processes, mechanisms, methods, structures, etc
- Results are not immediately visible,

Institutions are built which will take over the tasks and look after people



What is best

- Better to have all three
- But what is considered as crucial when the leader has to chose will decide the effectiveness of a leader

Sri Lankan context

- What is most acceptable to large majority of people and the reason we are in a mess
- People oriented – political type

- What is the demand of the hour to get the country out of the mess
- Institution oriented – System oriented

Barak Obama

"Make no mistake:

History is on the side of these brave Africans, and not with those who use coups or change constitutions to stay in power.

Africa doesn't need strongmen; it needs strong institutions."

For Sri Lanka we may have to modify it a bit

Overdependence on the individuals is where we went wrong.

Bank on systems and processes to deliver.

Leaders should create such systems and allow those to work.

Two kinds of individuals - strengths

Lone crusaders

- Take responsibility
- Don’t rely on other



Team workers

- Allow others to contribute
- Help others and get help from others



Two kinds of individuals - weaknesses

Lone crusaders

- Limited by the own weaknesses



Team workers

- Slow to react- wait for consensus



Difference

Group

- **Common** purpose
- **Individual** values
- Enjoy **freedom**

- **Individual identity** maintained
- **Act individually**, help on request

Team

- **Shared** purpose
- **Shared** set of values
- Freedom **sacrificed** for the team voluntarily
- Strong **team identity**
- **Help others** without request

Difference

Group

- Achieve or fail **separately**
- **No role** definitions

- Leaderless or Formal Leadership **without a clout**

Team

- Team **achieves or no body achieves**
- Each has a **separate role**
- Shared Leadership; a **stronger influence** over the followers

Difference

Group

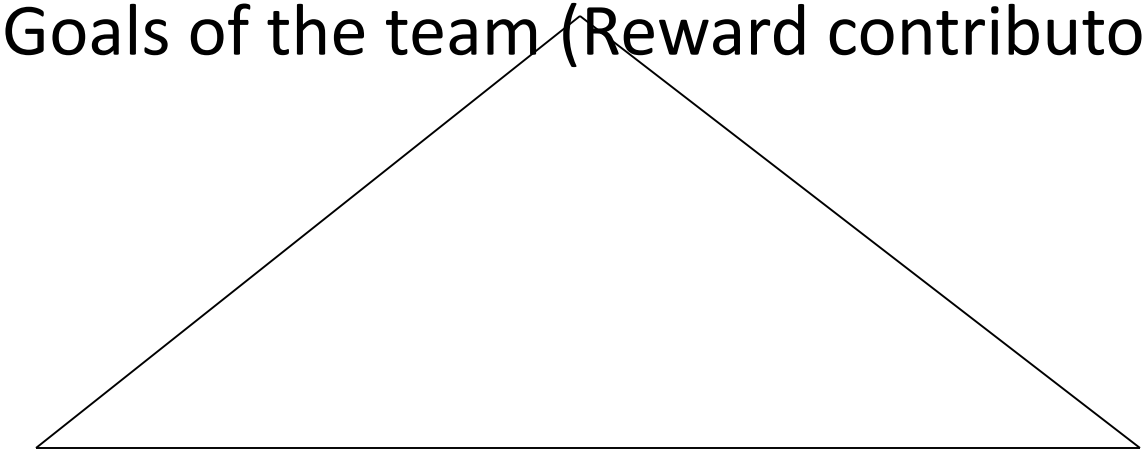
- Resembles the parts of a **puzzle not arranged**
- Drag it in **different direction**; doesn't move (No agreement is demanded of)
- Allocated set of **resource with each**

Team

- Resembles a **correctly arranged puzzle**
- March in **one direction** (Agreement on many things)
- A **common pool** of resource

Required Balance

Goals of the team (Reward contributors)



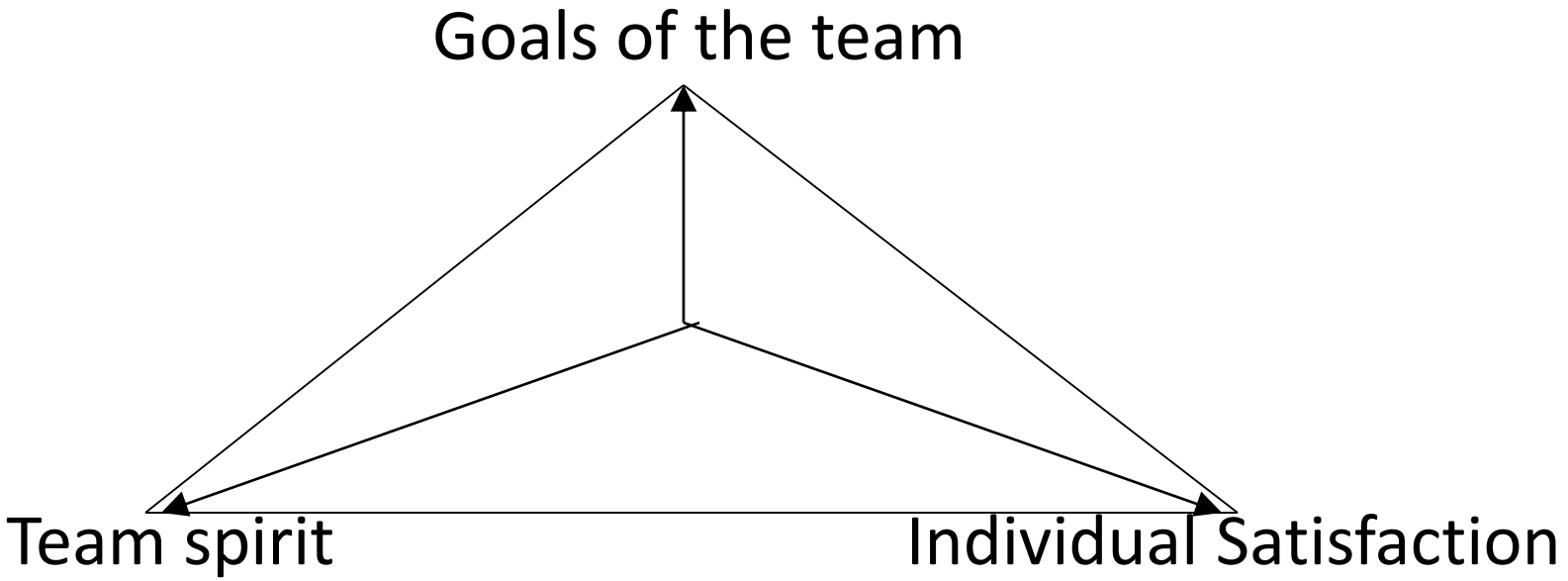
Team spirit

(Equal opportunity)

Individual satisfaction

(Appreciate who help others)

Required Balance



Win-win

I want to win I want you to win (Win-win) Leader / team player	I want to win I don't mind you losing (Win-lose) Boss
I don't mind losing I want you to win (Lose-win) Saint	I don't mind losing I don't mind you losing (Lose-lose) Loser