

PM Crosstalk Emotional Intelligence

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Overview

This week's crosstalk has to deal with our personal interaction with a leader or project manager who displayed emotional and social competencies leading to their success in working with other people. Before I make my selection, I must first identify what is meant by emotional and social intelligence. Emotional Intelligence (EQ) is the ability or skill to perceive, assess, and manage the emotions of one's self and others (Larson and Gray, 2014, p. 660), and Social Intelligence is the ability to recognize, understand, and use emotional information about others that leads to or causes effective or superior performance (Boyatzis, 2006, p. 757). Now that we understand what is meant by these terms, I must admit I've had the pleasure of working with someone who had these unique abilities. His name was Senior Chief Mark Prioletti.

Competencies

Emotion Intelligence

Now that I have my leader identified, how can I be sure he was competent in each of these disciplines. Well, Emotional intelligence (EQ) consists of a hierarchical list of skills:

- Self-awareness
- Self-regulation
- Self-motivation
- Empathy
- Social skills

Mark was a unique individual in that when I met him, he was just a supervisor to me, and not someone with whom I would socialize. Over time, I would learn that Mark had the

unique ability to understand his talents, who he was, where he was going, who you were and what it would take to ensure success and continued personal growth. While it might not have been openly known as emotional intelligence, he certainly was very intelligent and as a result, all those who had the privilege of working for him went on to great success in their military and personal lives. I think of him often and contribute my success and my continued educational efforts to his influence.

Social Intelligence

Social intelligence (SI) takes EQ one step further and applies one's awareness, regulation, motivation, empathy, and social skills, and applies it to the ability to interact effectively with others (Crowne, 2009, p. 149). Social intelligence skills include:

- Mindsight
- Perceiving emotions
- Relationship management
- Confrontation-management
- Connectedness gauge

Simply stated, the social intelligence is the factor of how we engage with others and our knowledge of relationships, emotions, confrontation, and how we connect with others.

Because of differences in rank, Mark and I didn't socialize for many years, but he always had a way of relating and connecting with his team. He was aware of how we felt and seemed to apply just the right amount of management, whether it be relationship or confrontation in

order to achieve mission success. Now, much later in life, Mark and I are the best of friends and I must say he carries his intelligence where it's easy for all to see.

Conclusion

I must admit that it is hard to say how Mark developed this level of EQ and SI. Perhaps it was developed based on life's experience, or perhaps he learned it from the "Mark's" in his career.

Either way, the developed intelligence is something that helped him achieve personal and professional success. Who knows, perhaps I will become the subject of an assignment just like this, one day.

References

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