



JOHN MOLSON  
SCHOOL OF BUSINESS

Executive Centre

# SURVIVING CRISIS

Through Applying  
Emotional Intelligence

David Carey  
Founder and CEO CareyForward

[CONCORDIA.CA/JMEC](http://CONCORDIA.CA/JMEC)



# Agenda

---

## **Surviving Crisis** Through Applying Emotional Intelligence

- An examination of Erik Erikson's eight stages of development
- How crisis affects each stages of development
- How to mitigate those effects using emotional intelligence
- Q&A



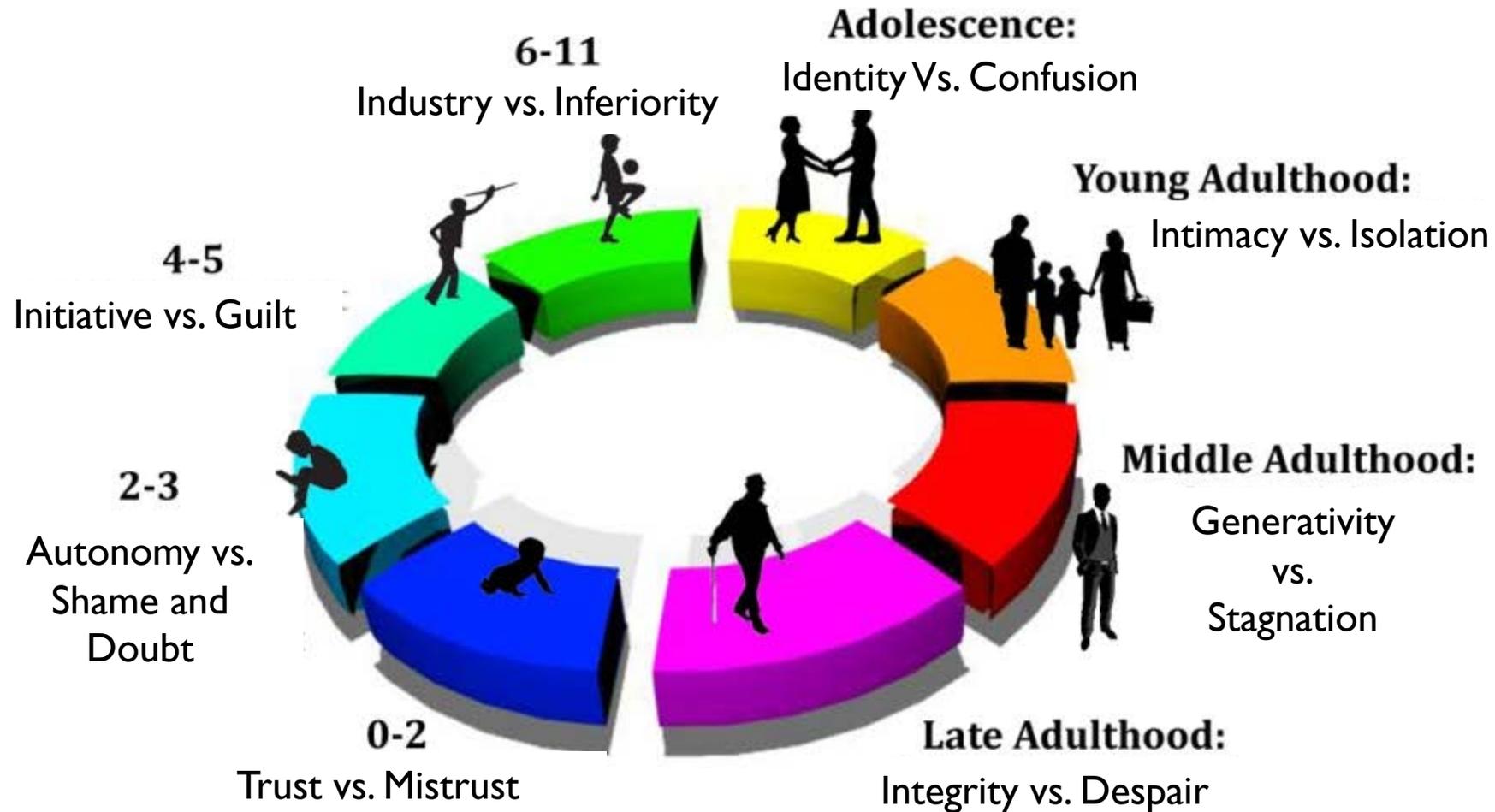
---

# Why this subject matters

---

- Human development is a life long process
- This process is strongly connected to our emotional well being
- Crisis can interrupt, slow and reverse human development
- Emotional Intelligence can be learned, and behaviours can be modified
- Emotional Intelligence helps reduce anxiety, reduces potential for conflict, increases empathy, contributes to stronger relationships and increases strength to overcome life's challenges

# Erik Erikson's Stages of Psychosocial Development





# 4 Key Principles

- Erikson's theory described the impact of social experience across a person's entire lifespan
- Each stage builds on the preceding stages and paves the way for following periods of development
- In each stage, people experience a conflict that serves as a turning point in their development
- If the stage is handled well, the person will feel a sense of mastery. If managed poorly, the person will emerge with a sense of inadequacy

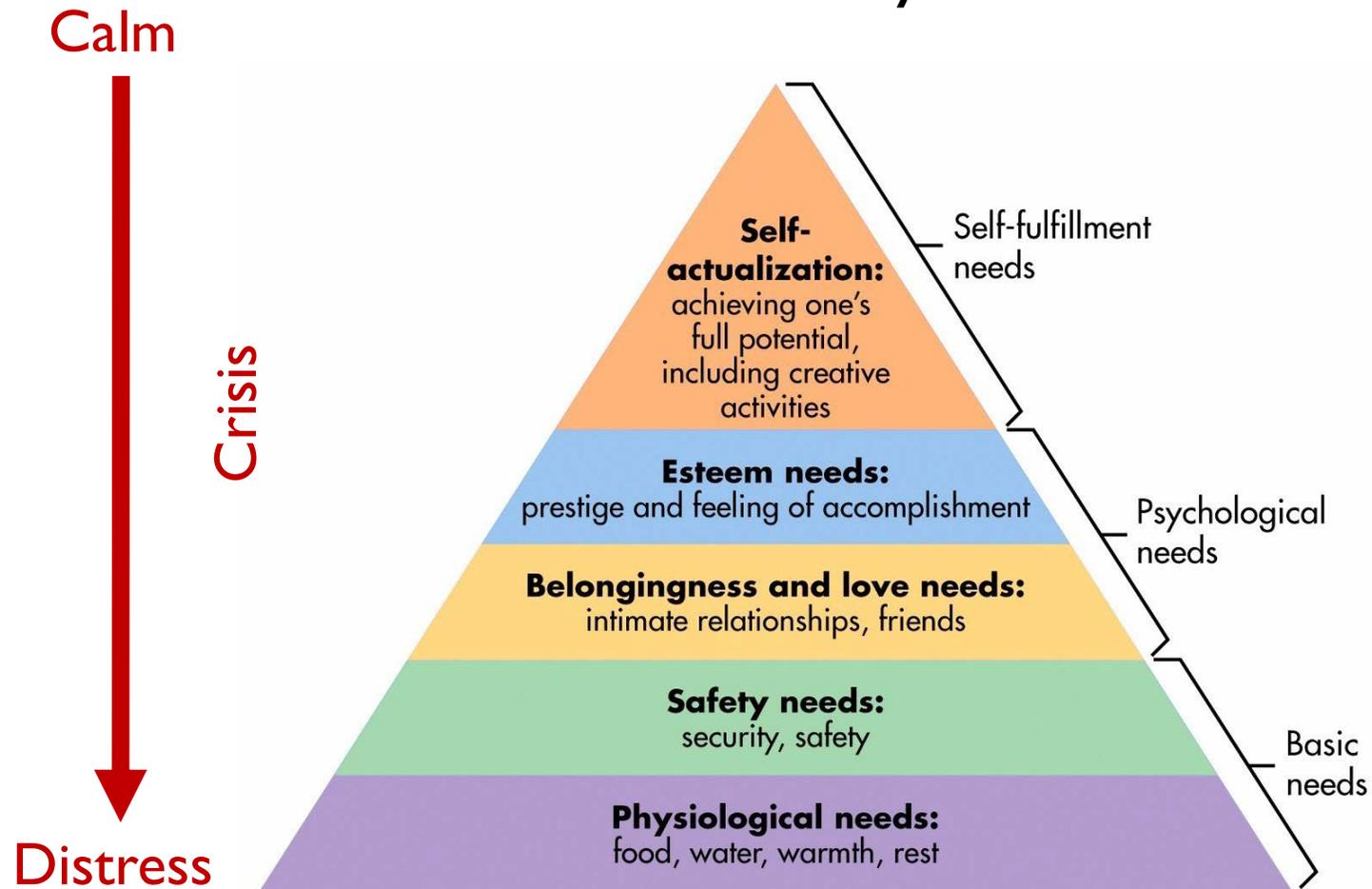
“we must realize that when basic needs have been met, human development is primarily about being more, not having more”

Dalai Lama



# The Impact of Crisis on Human Need Perception

## Maslow's Hierarchy of Needs

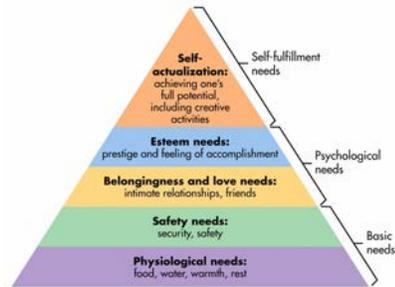


# Stages of Development

- Mistrust
- Shame
- Guilt
- Inferiority
- Confusion
- Isolation
- Stagnation
- Despair

# Core Emotions

## Hierarchy of needs



- Fear
- Anger
- Sadness
- Disgust
- Surprise
- Joy
- Trust
- Anticipation

**Amygdala Hijack**

**CRISIS**

**Focus**

**Focus**

**BASIC NEEDS**

**SELF FULFILLMENT NEEDS**

Ivory Coast



Canada



Images of COVID-19

Italy



U.S.A.

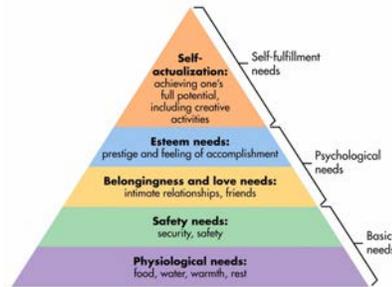


# Stages of Development

- Trust
- Autonomy
- Initiative
- Industry
- Identity
- Intimacy
- Generativity
- Integrity

# Core Emotions

## Hierarchy of needs



- Fear
- Anger
- Sadness
- Disgust
- Surprise
- Joy
- Trust
- Anticipation

Amygdala Hijack

CRISIS



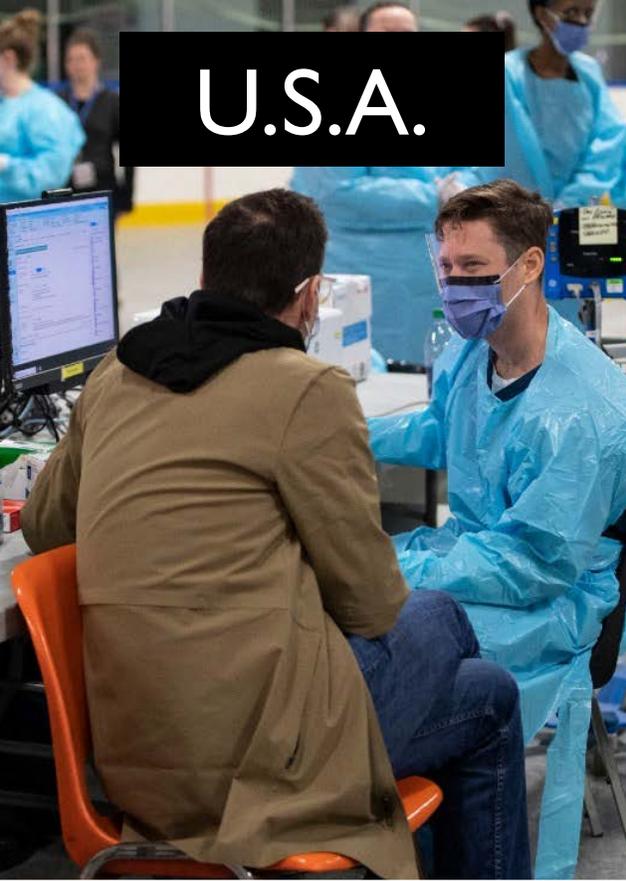
E.I.



SELF FULFILLMENT NEEDS

BASIC NEEDS

U.S.A.



Ivory Coast



Canada



Italy



Images of COVID-19

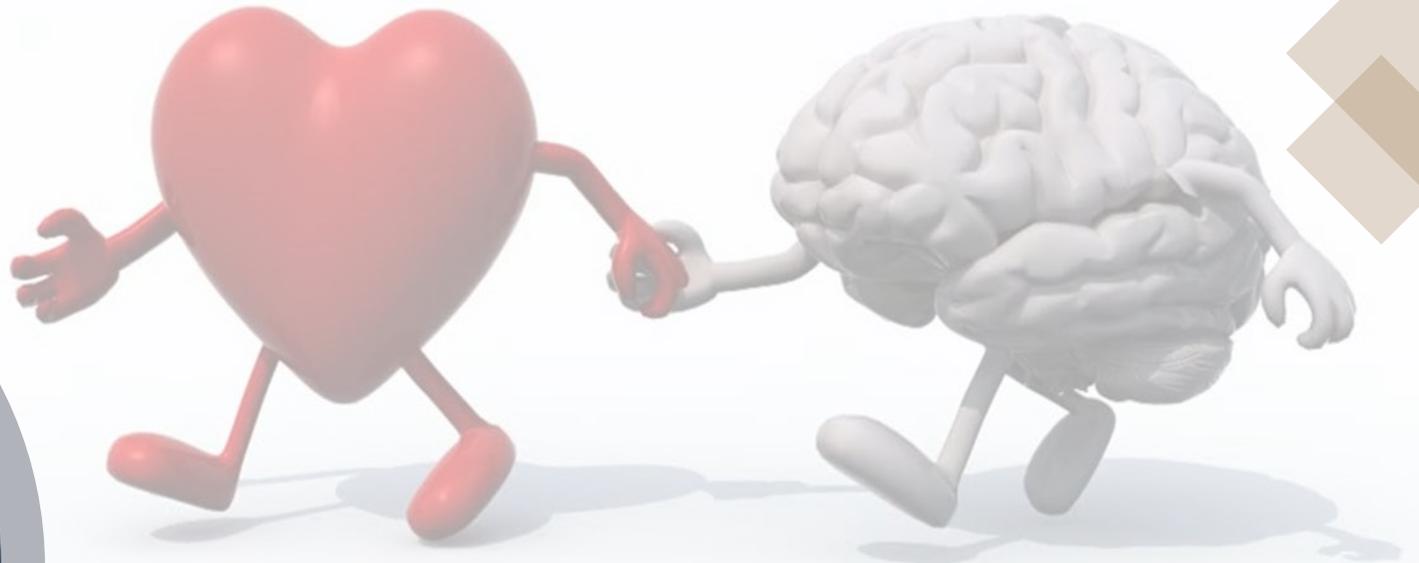
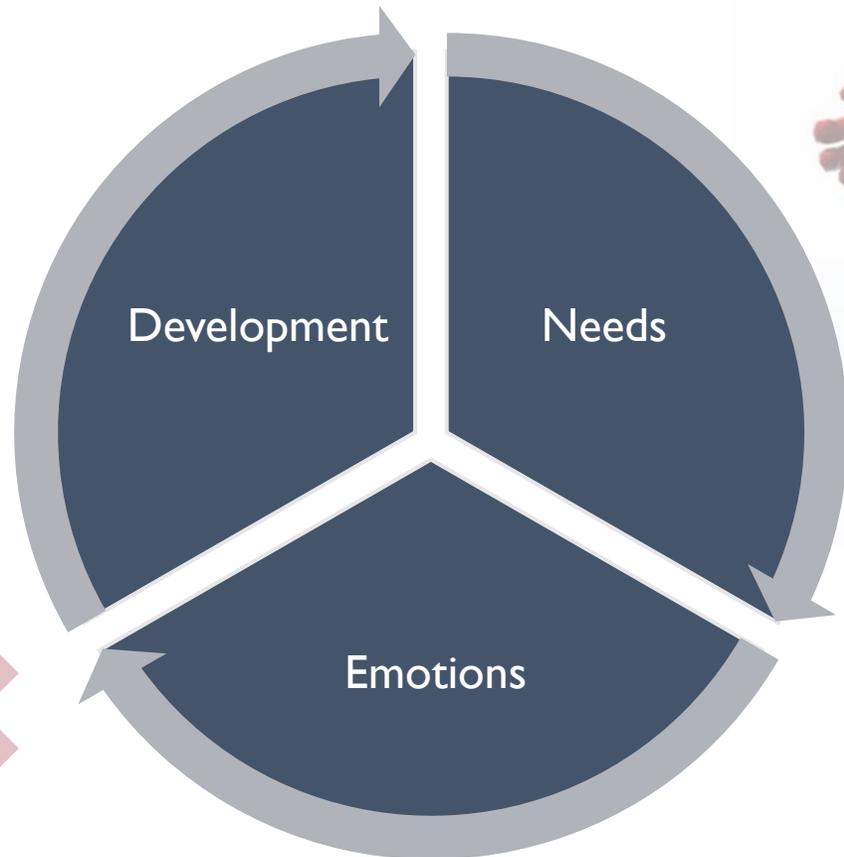
# Emotional Intelligence

“It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head--it is the unique intersection of both”

David Caruso



# Applying Emotional Intelligence



---

Five areas  
where  
emotional  
intelligence will  
alter outcomes

---

### Self-Awareness

- Name and own your feelings
- Choose how you will express them

### Self-Control

- Resist your first impulses
- Be mindful of communications intent and content
- Be intentional in your response

### Social Awareness

- Practice empathy
- Avoid Judgement encourage curiosity
- Choose vulnerability

---

# Five areas where emotional intelligence will alter outcomes

---

## Relationship Management

- Manage your conflicts
- Check your assumptions
- Discover common objectives
- Look for mutually satisfying solutions

## Reality Testing

- Admit that feelings can't always be trusted
- Connect what you feel with what you know to be true

# Q&A



[CONCORDIA.CA/JMEC](https://concordia.ca/jmec)

JOIN THE CONVERSATION

[in](https://www.linkedin.com/company/john-molson-executive-centre)/John Molson Executive Centre

[f](https://www.facebook.com/johnmolsonexecutivecentre)/John Molson Executive Centre

[jmec@concordia.ca](mailto:jmec@concordia.ca)



JOHN MOLSON  
SCHOOL OF BUSINESS

Executive Centre

# THANK YOU!

CONCORDIA.CA/JMEC

JOIN THE CONVERSATION

 /John Molson Executive Centre

 /John Molson Executive Centre

jmec@concordia.ca

