



JOHN MOLSON
SCHOOL OF BUSINESS

Executive Centre

SURVIVING CRISIS

Through Applying
Emotional Intelligence

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Founder and CEO CareyForward

CONCORDIA.CA/JMEC



Agenda

Surviving Crisis Through Applying Emotional Intelligence

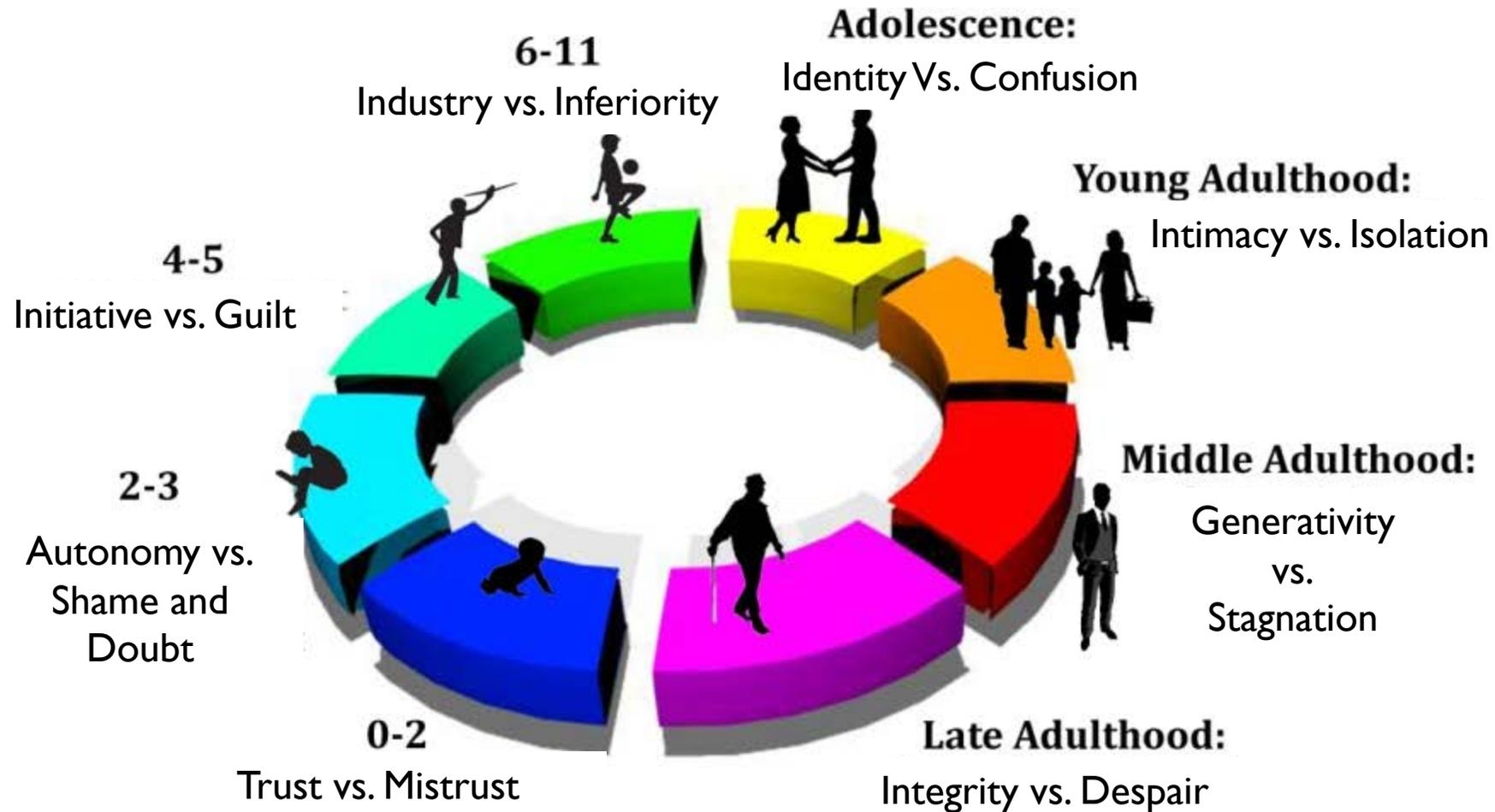
- An examination of Erik Erikson's eight stages of development
- How crisis affects each stages of development
- How to mitigate those effects using emotional intelligence
- Q&A



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

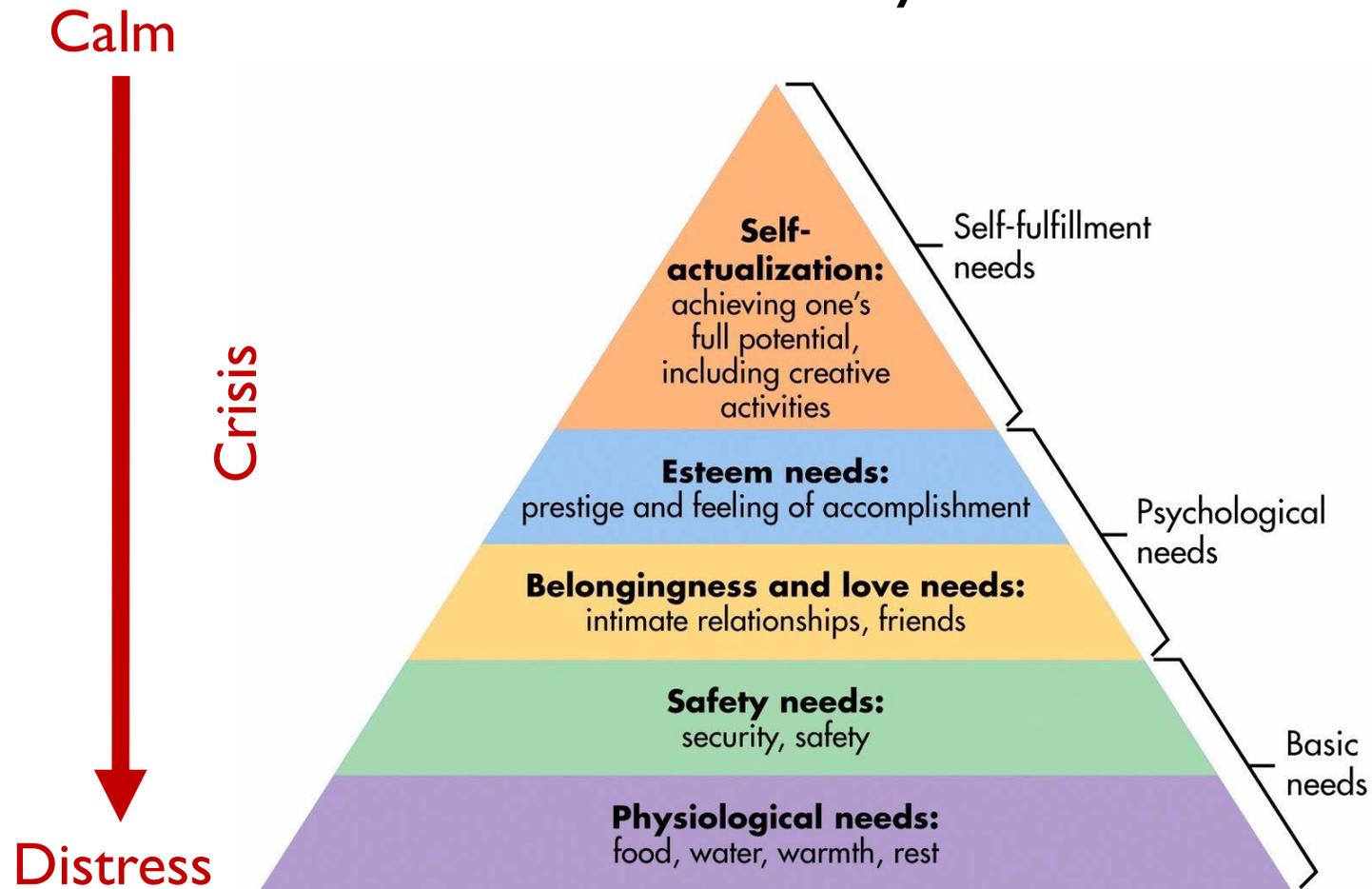
“we must realize that when basic needs have been met, human development is primarily about being more, not having more”

Dalai Lama



The Impact of Crisis on Human Need Perception

Maslow's Hierarchy of Needs

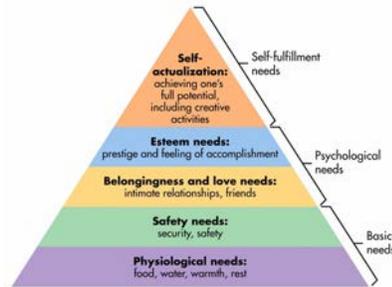


Stages of Development

- 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.

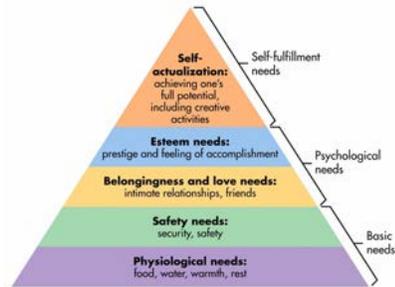


Stages of Development

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

Core Emotions

Hierarchy of needs



- Fear
- Anger
- Sadness
- Disgust
- Surprise
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CRISIS



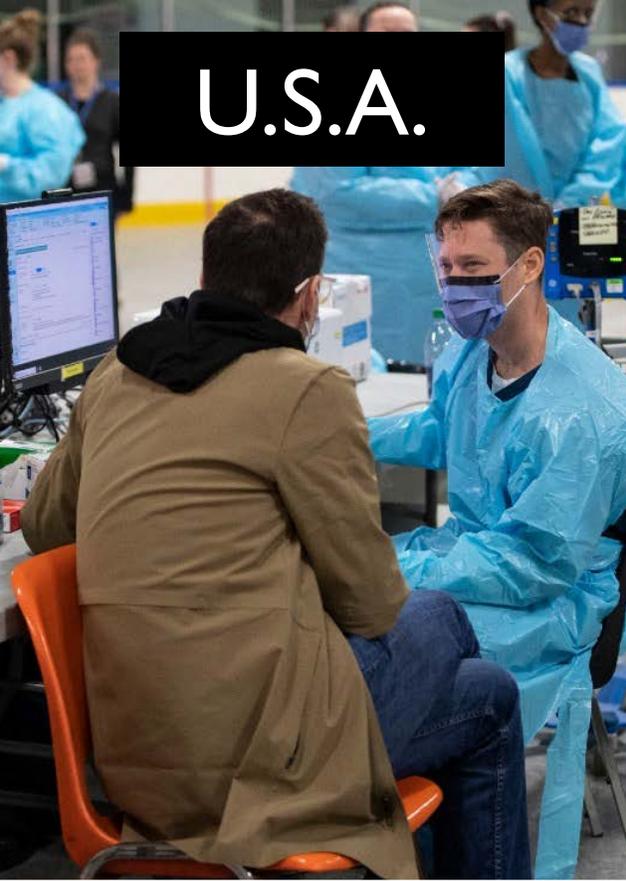
E.I.

Focus

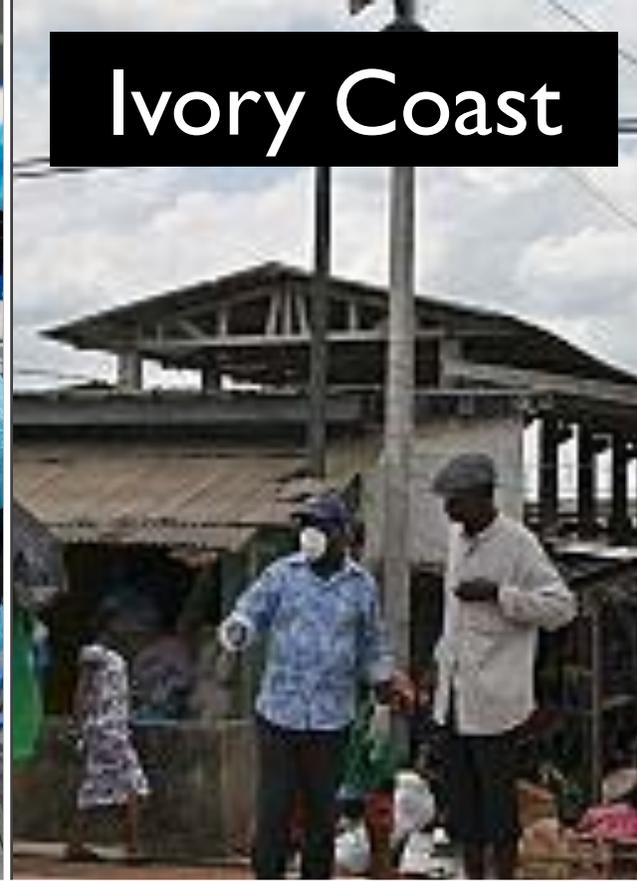
SELF FULFILLMENT NEEDS

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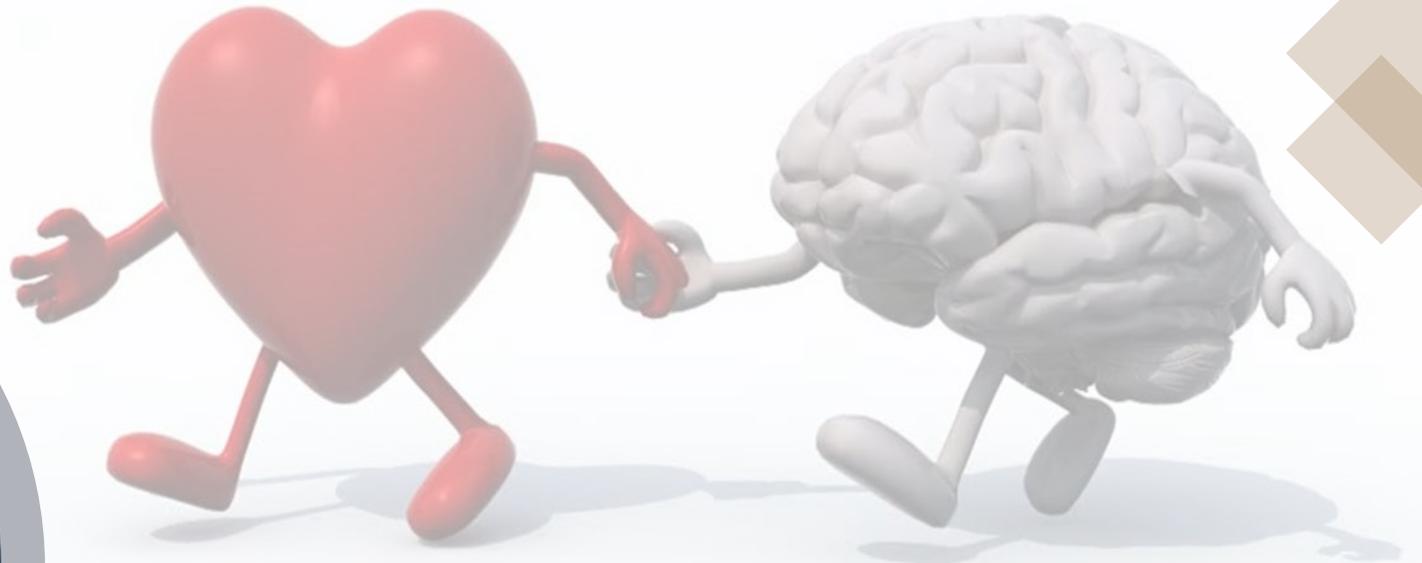
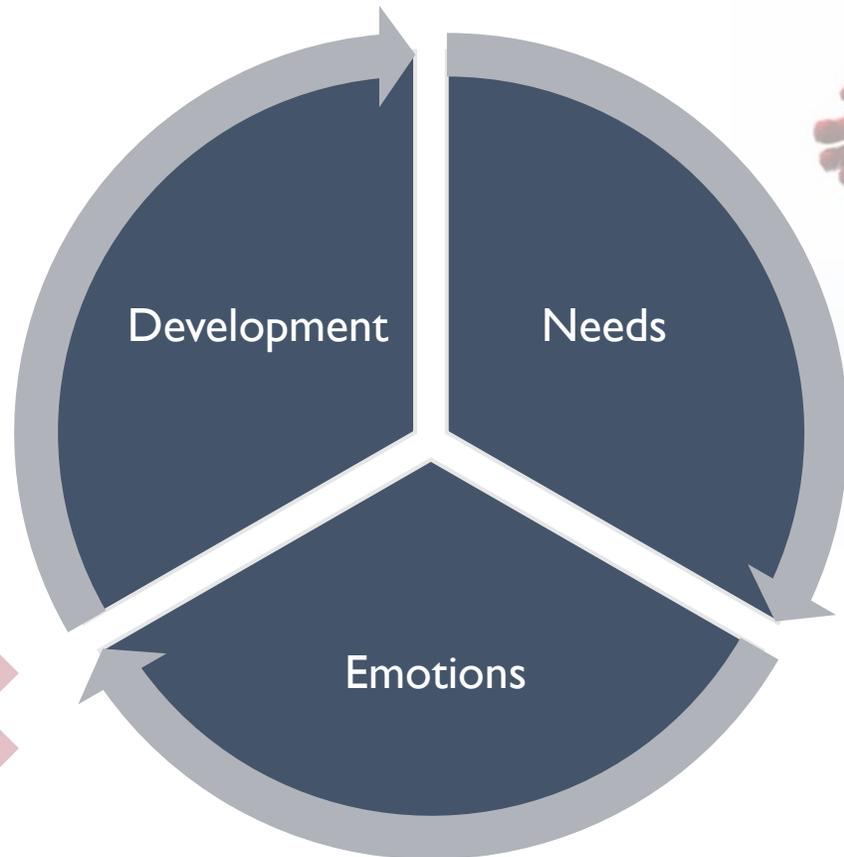
Emotional Intelligence

“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



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