SURVIVING CRISIS
Through Applying Emotional Intelligence

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Agenda

Surviving Crisis Through Applying Emotional Intelligence

- An examination of Erik Erikson's eight stages of development
- How crisis affects each stage 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

- **Trust vs. Mistrust**: 0-2
- **Autonomy vs. Shame and Doubt**: 2-3
- **Initiative vs. Guilt**: 4-5
- **Industry vs. Inferiority**: 6-11
- **Identity vs. Confusion**: Adolescence
- **Intimacy vs. Isolation**: Young Adulthood
- **Generativity vs. Stagnation**: Middle Adulthood
- **Integrity vs. Despair**: Late Adulthood
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

- Physiological needs: food, water, warmth, rest
- Safety needs: security, safety
- Belongingness and love needs: intimate relationships, friends
- Esteem needs: prestige and feeling of accomplishment
- Self-actualization: achieving one’s full potential, including creative activities

Calm

Distress

Crisis
Stages of Development

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

Core Emotions

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

Hierarchy of needs

CRISIS

BASIC NEEDS

SELF FULFILLMENT NEEDS

Amygdala Hijack

Focus

Focus
Stages of Development

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

Core Emotions

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

Hierarchy of needs

- Basic needs: food, water
- Safety needs: security, comfort
- Love and belonging: friendship, family
- Esteem needs: respect, admiration
- Self-actualization: becoming the best self

CRISIS

E.I.

Amygdala Hijack

SELF FULFILLMENT NEEDS

Focus

BASIC NEEDS
Images of COVID-19

U.S.A.

Ivory Coast

Canada

Italy
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

Development

Needs

Emotions
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
THANK YOU!

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JOIN THE CONVERSATION

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