

# AUDITING WITH EMOTIONAL INTELLIGENCE

*Carrie Pokrefke | October 1, 2020*



# Growing up...



We were given Standardized Tests and knew about IQ scores

We didn't have social and emotional learning classes

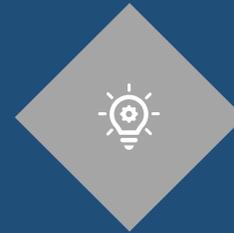
WHAT IS  
EMOTIONAL  
INTELLIGENCE  
AND WHY IS IT  
IMPORTANT?

According to Goleman, emotional intelligence is a set of “*abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one’s moods and keep distress from swamping the ability to think; to empathize and to hope.*”

# WHAT IS THE PURPOSE OF OUR EMOTIONS?



Call to action



Help us  
communicate with  
others

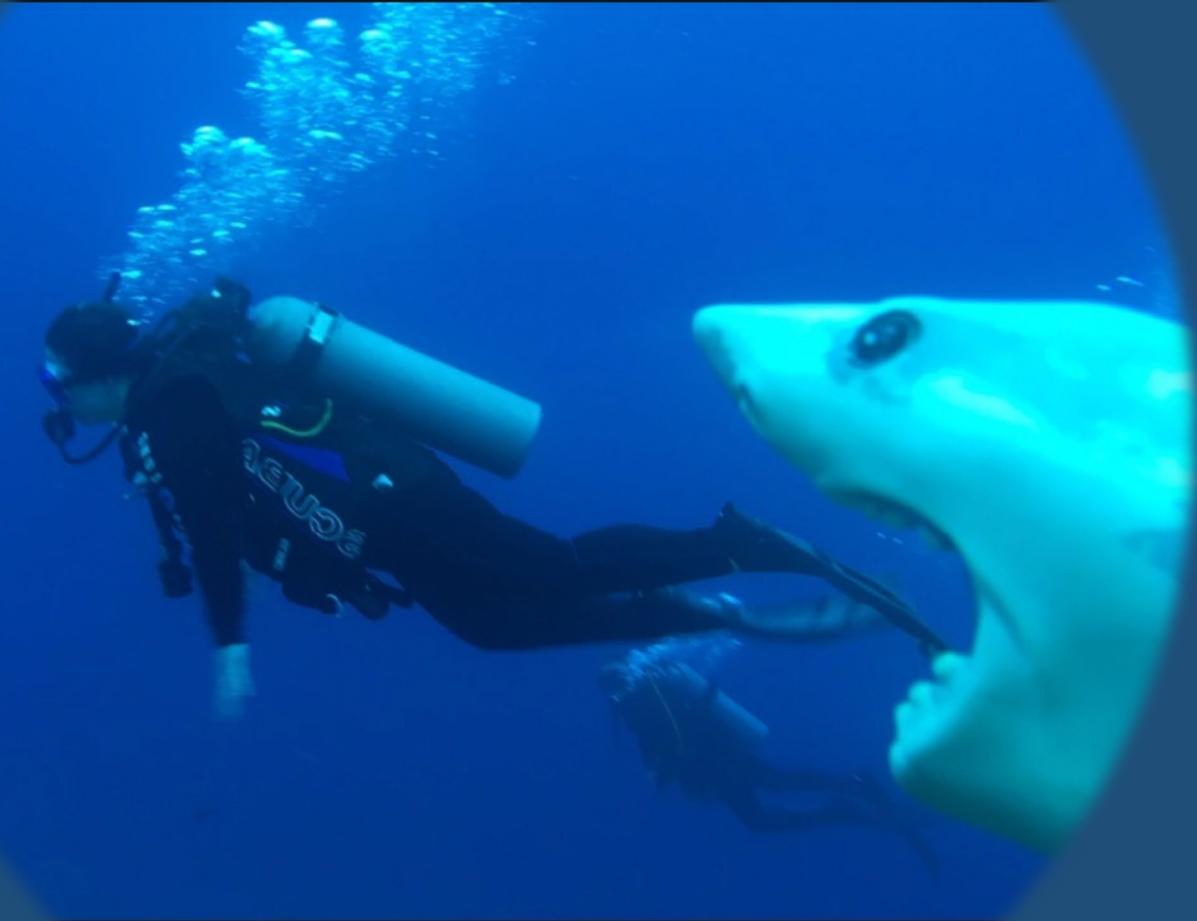


Signal a need

A vibrant, blue-tinted landscape of jagged, crystalline rock formations under a clear sky. The rocks are sharp and angular, with some showing signs of weathering and erosion. The overall scene is bright and airy, with a strong sense of depth and scale.

A feeling of connection and/or a sensory pleasure  
The purpose is to remind us of what is important

JOY



# FEAR/ANXIETY

- Fear helps protect us from danger
- It is a feeling of threat or harm and indicates we need safety



- A feeling of being blocked in our progress
- The purpose is to help us fight against problems
- Indicates we need to protect ourselves

# ANGER

# DISGUST

- A sign of something toxic
- The purpose is to help us reject something that isn't healthy





# SADNESS

- It is a sense of loss
- The purpose is to help us connect with those we love
  - Often indicates we need healing

THE FIVE COMPONENTS  
OF EMOTIONAL  
INTELLIGENCE AT WORK

Self-Awareness

Self-regulation

Motivation

Empathy

Social Skills



# THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

	Definition	Hallmarks
Self-Awareness	The ability to recognize and understand your moods, emotions, drives, as well as their effect on others	<ul style="list-style-type: none"><li>• Self-confidence</li><li>• Realistic self-assessment</li><li>• Self-deprecating sense of humor</li></ul>

# THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

	Definition	Hallmarks
Self-regulation	The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgment – to think before acting	<ul style="list-style-type: none"><li>• Trustworthiness and integrity</li><li>• Comfort with ambiguity<ul style="list-style-type: none"><li>• Openness to change</li></ul></li><li>• Propensity for reflection and thoughtfulness</li></ul>

# THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

	Definition	Hallmarks
Motivation	A passion to work for reason that goes beyond money or status. A propensity to pursue goals with energy and persistence	<ul style="list-style-type: none"><li>• Strong drive to achieve</li><li>• Optimism, even in the face of failure<ul style="list-style-type: none"><li>• Organizational commitment</li><li>• Love to learn</li></ul></li><li>• Often seem restless with the status quo</li></ul>

# THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

	<b>Definition</b>	<b>Hallmarks</b>
Empathy	The ability to understand the emotional makeup of other people. Skill in treating people according to their emotional reactions.	<ul style="list-style-type: none"><li>• Expertise in building and retaining talent<ul style="list-style-type: none"><li>• Cross-cultural sensitivity</li><li>• Service to client and customers</li></ul></li></ul>

# THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

	Definition	Hallmarks
Social Skills	Proficiency in managing relationships and building networks. An ability to find common ground and build rapport.	<ul style="list-style-type: none"><li>• Effectiveness in leading change<ul style="list-style-type: none"><li>• Persuasiveness</li></ul></li><li>• Expertise in building and leading teams</li><li>• Found chatting in the hallways with people not connected to their “real” job</li></ul>

# WHY IS EMOTIONAL INTELLIGENCE IMPORTANT AT WORK?

Build better  
relationships

Improve our  
communication skills

Nurtures  
teamwork

Increase our  
Problem-  
Solving skills

# WHY IS EMOTIONAL INTELLIGENCE IMPORTANT TO AUDITORS?



**Teammates**



**Clients/  
Customers**



**Audit  
Committee**



**Auditing  
Community**

# HOW CAN WE IMPROVE OUR EQ?

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Self-regulation - Focus on identifying the time between a stimulus and your reaction. *Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom. Viktor Frankl*

Goal: Over the next few days actively work on being aware of the time/space between a stimuli and your response.

# HOW CAN WE IMPROVE OUR EQ?

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Social Skills - Build your network inside and outside your company

Goal: Send at least one LinkedIn invitation after today's meeting and

Send one email to someone you haven't talked to in at least three months

Asking them how they are doing? Learning one new thing. Be interested – not interesting

# HOW CAN WE IMPROVE OUR EQ?

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✓ Empathy - Practice putting yourself in other people's shoes

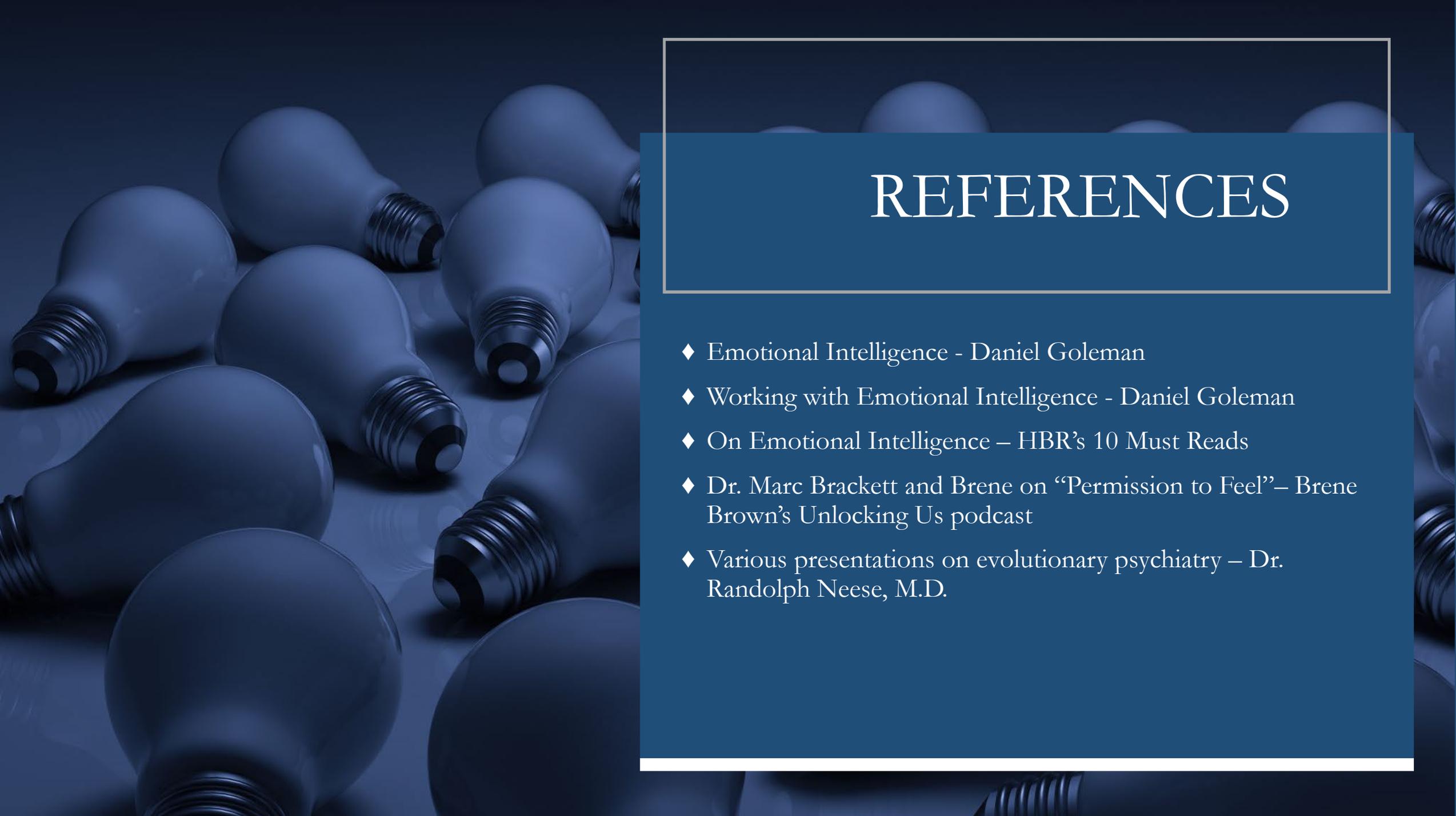
Goal: Spend five minutes today thinking about someone in your life that is experiencing the pandemic in a vastly different way than you are.

# HOW CAN WE IMPROVE OUR EQ?

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Self-awareness – Learn how to better identify and label your own emotions.

 Goal: Spend 15 minutes this week checking-in with your body to see how you are feeling. Ask yourself: What emotions am I feeling? Where are you feeling those emotions? What's going on? Why am I experiencing these feelings?



# REFERENCES

- ◆ Emotional Intelligence - Daniel Goleman
- ◆ Working with Emotional Intelligence - Daniel Goleman
- ◆ On Emotional Intelligence – HBR’s 10 Must Reads
- ◆ Dr. Marc Brackett and Brene on “Permission to Feel”– Brene Brown’s Unlocking Us podcast
- ◆ Various presentations on evolutionary psychiatry – Dr. Randolph Neese, M.D.

# THANK YOU



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