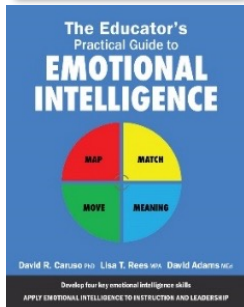
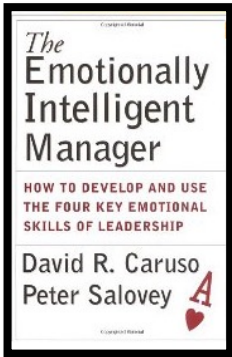
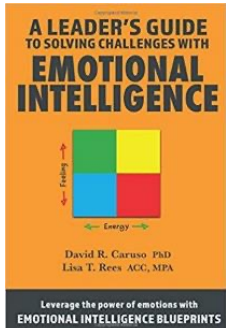


Applying the Hard Skills of Emotional Intelligence to Youth Ministry

Yale
DIVINITY SCHOOL

*Youth Ministry
Institute*



David R Caruso, PhD

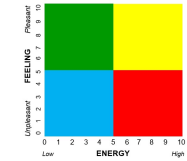
- Yale College, Senior Advisor
- Emotional Intelligence Skills Group, co-founder
- *The Emotionally Intelligent Manager*, Caruso & Salovey
- *A Leader's Guide to Solving Challenges with Emotional Intelligence*, Caruso & Rees
- *Mayer Salovey Caruso Emotional Intelligence Test*, Mayer, Salovey & Caruso
- Yale Center for Emotional Intelligence, Research Affiliate

About this session

- Please do not share confidential information
- But please do share and apply the content!
- Be ready: *we will use chat feature and breakout rooms*

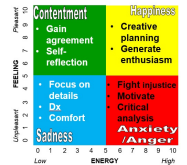
CONFIDENTIAL

Applying Emotional Intelligence Skills to Youth Ministry



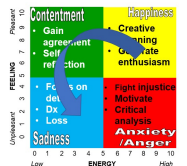
MAP

Accurately perceive your feelings and other's feelings.



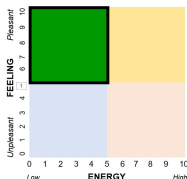
MATCH

Match feelings to connect and match feelings to task.



MEANING

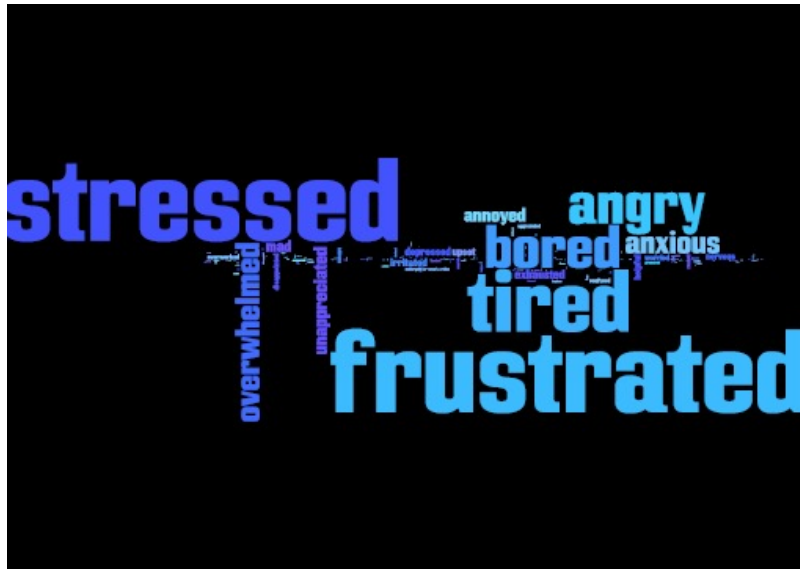
Understand the meaning of the feeling(s) and how they might change.



MOVE

Move feelings to achieve ideal outcome.

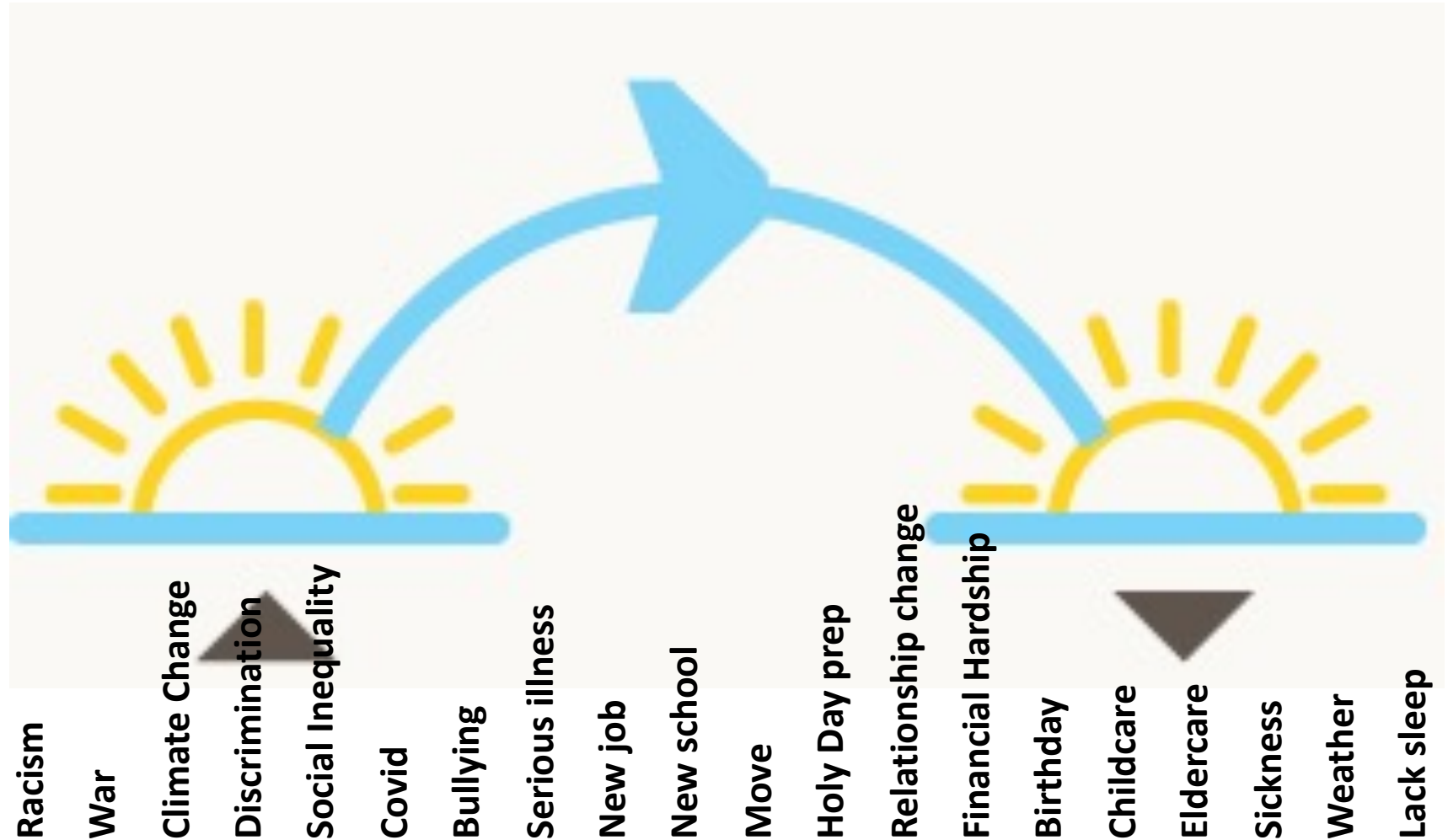
“How are you?” “How was your day?” “How was school today?” “What’s going on?”



- *Fine*
- *Okay*
- *Good*
- *Great*
- *“Awesome”*

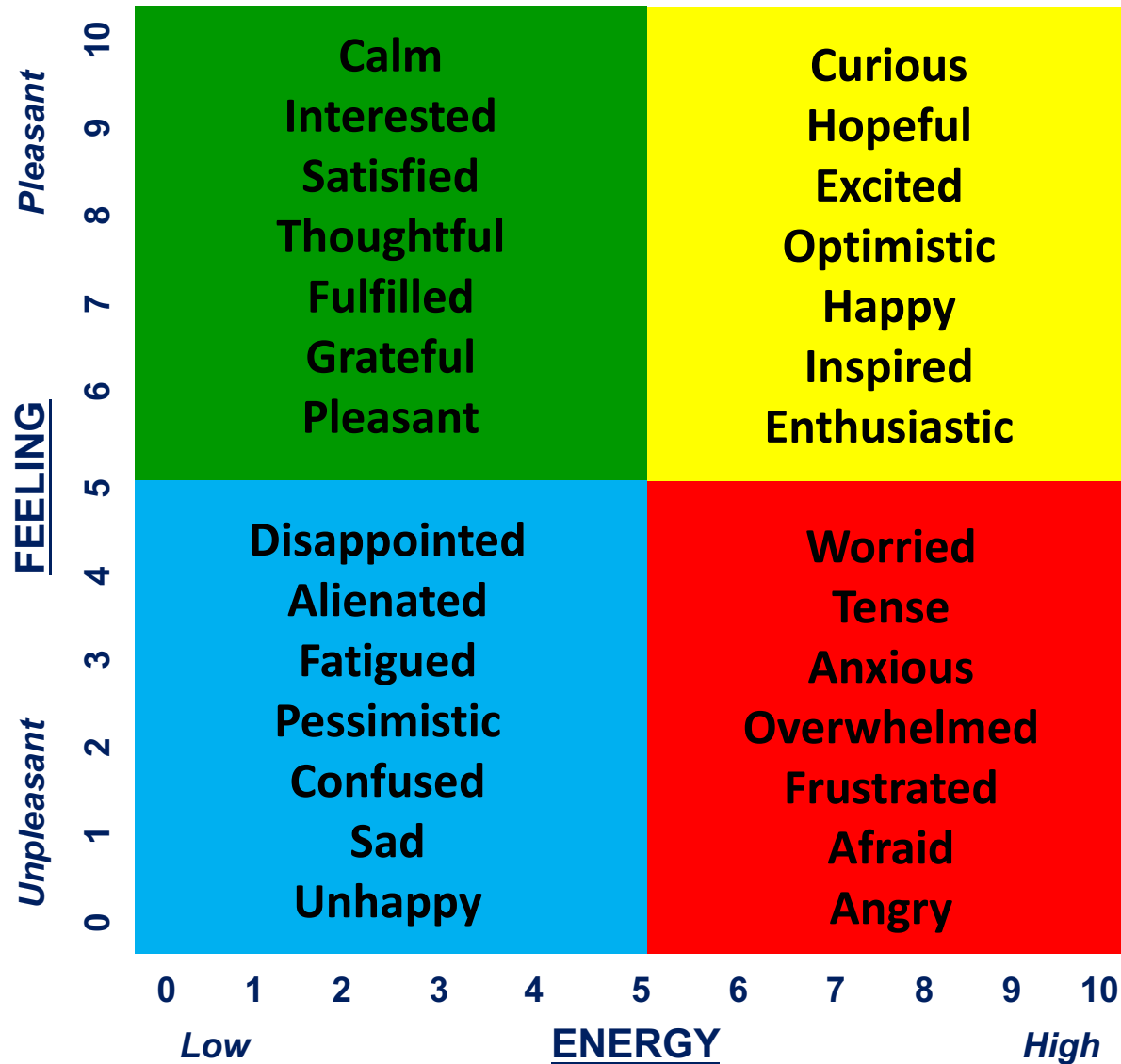


Your daily life is filled with emotions –
*and so are the lives of everyone you meet - every
parent, teacher, child, teen, peer*



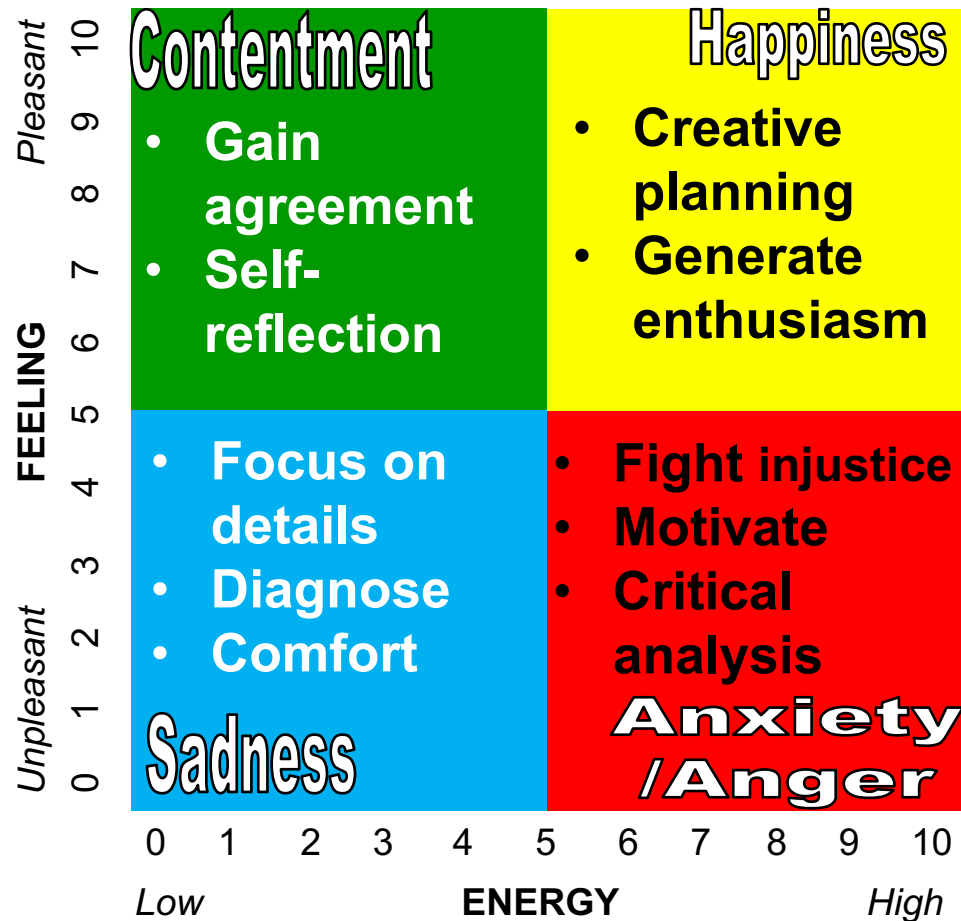
How are you really?

MAP



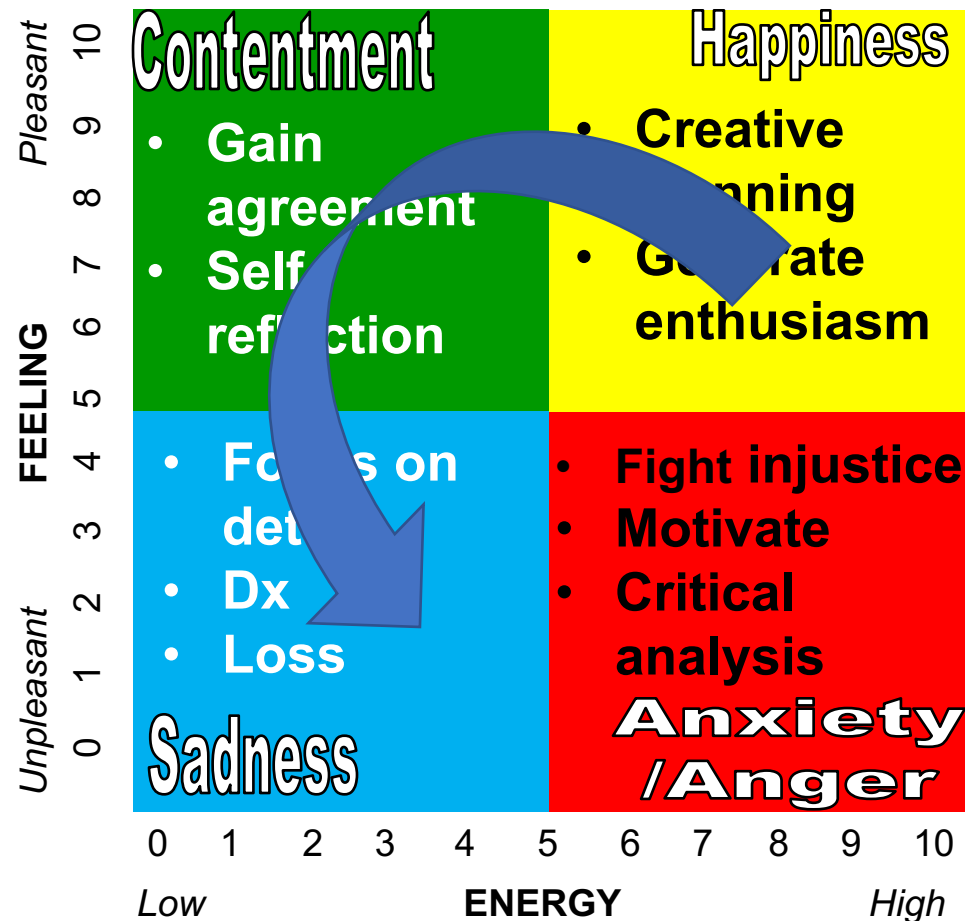
*Do your current feelings help you?
Will you emotionally connect with
others?*

MATCH



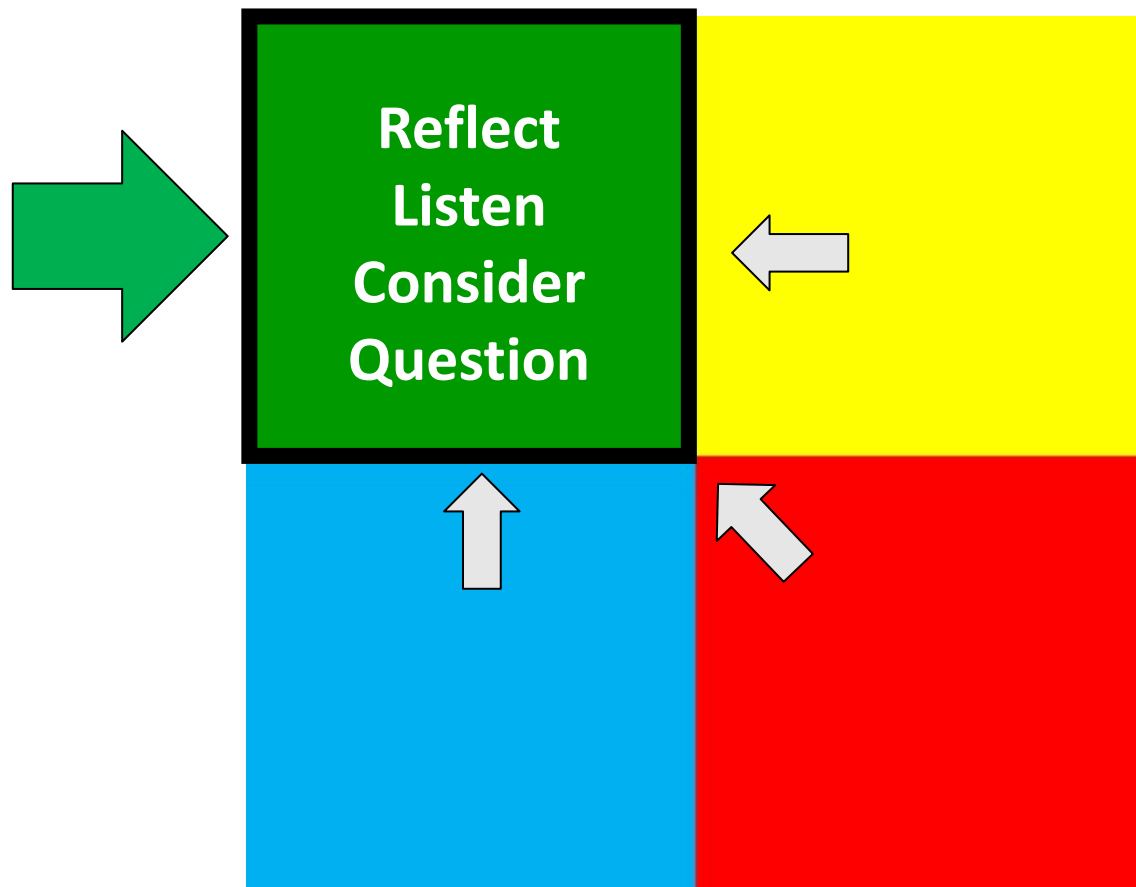
What are the causes of these feelings? *And how might they change?*

MEANING

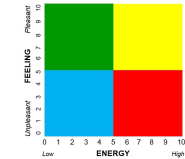


How will you manage your shifting feelings to maximize your engagement today? *And with those you minister to?*

MOVE

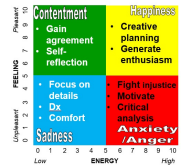


“Ability Model” of Emotional Intelligence: *foundational skills*



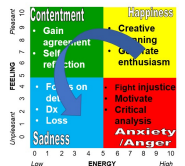
MAP

Map your feelings and other's feelings.



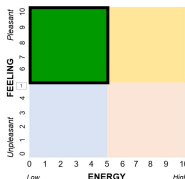
MATCH

Match feelings to connect and match feelings to task.



MEANING

Understand the meaning of the feeling(s) and how they might change.

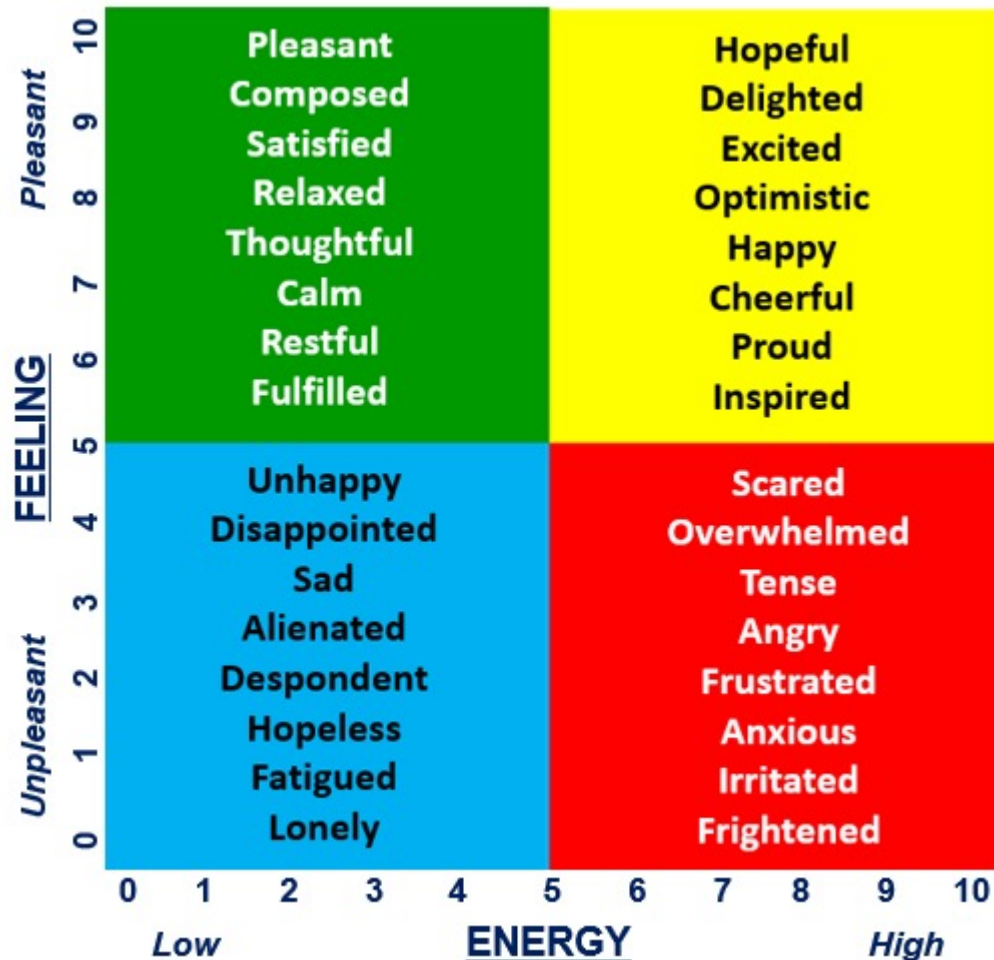


MOVE

Move feelings to achieve ideal outcome.

How can you ask “how are you?” to promote connection & dialogue?

**Small
Groups**



- Introduce yourself and indicate how you **REALLY** are
- Next: how do/can you ask this question in your youth ministry? *And get a real answer?*
- ***Do not share personal info outside your group***

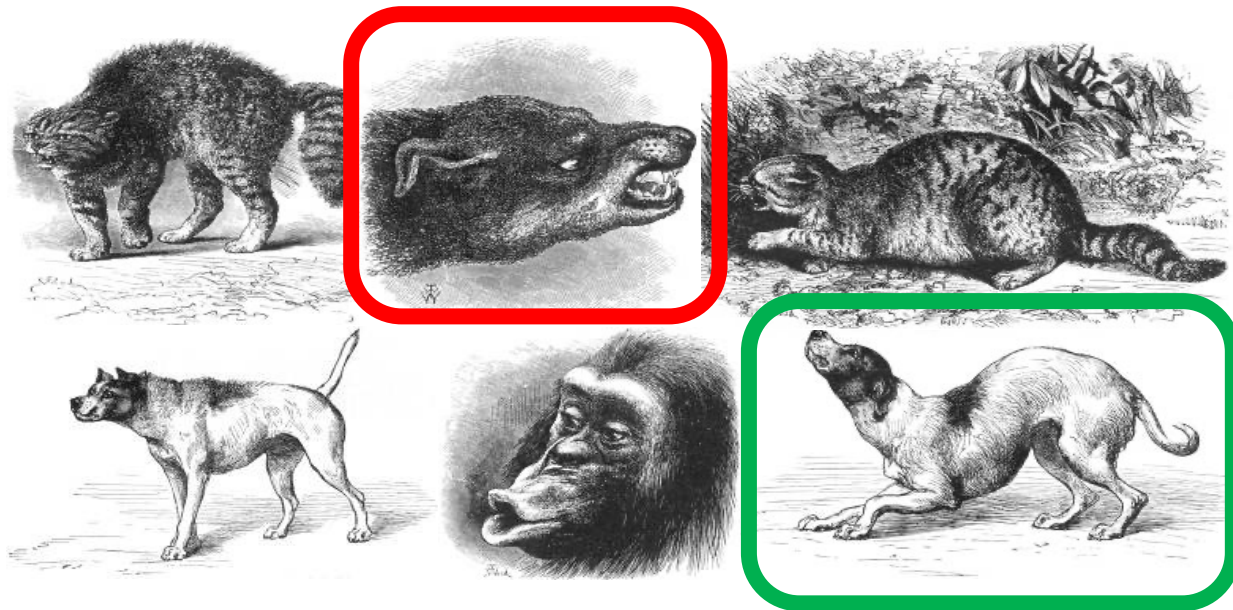
Origins of the theory of emotional intelligence



“The ability to monitor one’s own and others’ feelings, to discriminate among them, and to use this information to guide one’s thinking and action.”

Salovey & Mayer (1990). Emotional intelligence. *Imagination, Cognition, & Personality*.

Basis for emotional intelligence: *emotions send signals*



The expression of the emotions in man and animals – Darwin, 1872

Basis for emotional intelligence: *emotions can help you think*



*Far from interfering with rationality,
the absence of emotion and feeling
can break down rationality and make
wise decision making almost
impossible. - A. Damasio*

30 years of research on EI: *a sample of publications*

- Salovey & Mayer, 1990
- Salovey & Mayer, 1993
- Mayer & Salovey, 1995
- Mayer & Salovey, 1997
- Mayer, Salovey & Caruso, 1997
- Mayer, Caruso & Salovey, 1999
- Mayer, Salovey & Caruso, 2001
- Mayer, Salovey & Caruso, 2004
- Caruso & Salovey, 2004
- Mayer, Salovey & Caruso, 2008
- Shao, Doucet & Caruso, 2014
- Mayer, Caruso & Salovey, 2016
- Caruso & Rees, 2018
- Caruso, Rees & Adams, 2020
- Caruso, Mayer, Bryan, Phillips & Salovey, 2020
- Mayer, Caruso & Salovey, 2022 (expected)

Peter Salovey:

President, Yale
University



Jack Mayer:

Professor, Univ. of
New Hampshire



Caruso & Rees, 2019

Measuring emotional intelligence



Mayer Salovey Caruso
Emotional Intelligence Test

- Objectively scored skill-based test
- Most people over-estimate their EI
- What if you over-estimate your skills in this area?

Why ability EI matters:

Outcomes of ability-based emotional intelligence

EI is not the most important skill. However, people higher in ability-based EI:

- *Engage in more pro-social behavior*
- *Have better quality relationships*
- *Better overall psychological well-being*
- *Greater stress tolerance*
- *Have greater sensitivity and empathy*
- *Create a more positive environment*
- *Better at handling conflict*
- *Accomplish tasks (what) by mentoring and communicating (how)*

Let's try a few ways to apply the hard skills of emotional intelligence



MAP

**How do you feel right now? Others?
Ask - don't assume you know.**



MATCH

**Match feelings to connect and match
emotions to get things done well.**



MEANING

**What is the cause of these feelings? How
might they change?**

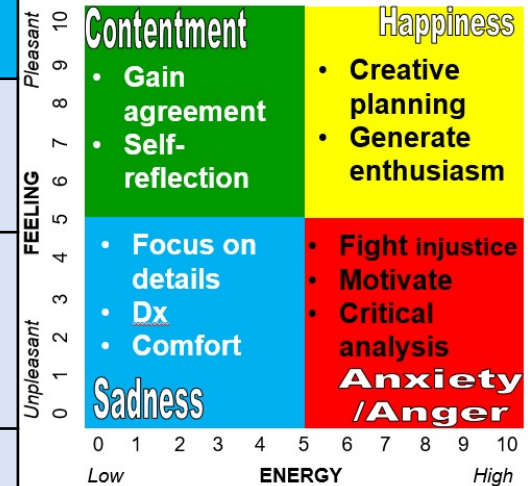


MOVE

**Manage emotions (yours and others) to stay
open to emotions and thrive**

***To everything there is a season,
A time for every purpose under heaven:
Match task to emotion or emotion to task***

Activity	Ideal Emotion(s)	Why
Pastoral counseling session	Low Energy, Pleasant	Process and actively listen
Support teen experiencing a loss	Low Energy, Low Pleasantness	Provide solace and comfort
_____	High Energy, High Pleasantness	Inspire
_____	High Energy, Low Pleasantness	Social justice



Rejoice with them that rejoice; weep with them that weep.

EMOTION	QUESTION(S)
Frustration	Why can't I stay up late tonight?
Worry	I don't think I'll get into any good colleges.
Happiness	I really like playing video games with friends.

And your reply:

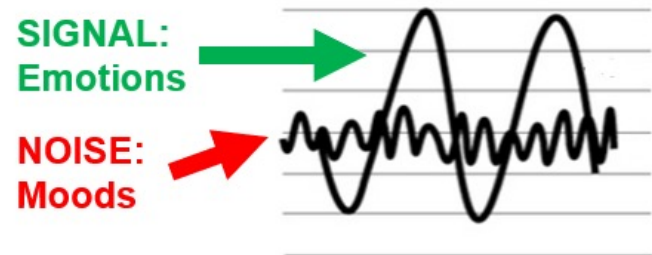
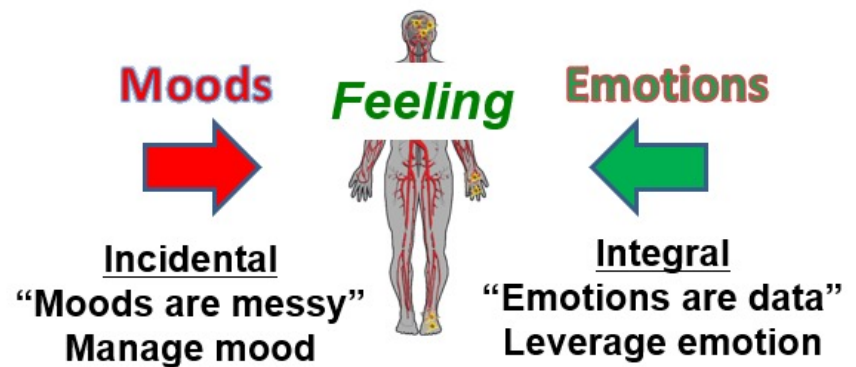
I can see how someone might feel that way.

Validation is one of the best strategies to encourage dialogue.

Validate - and then investigate

I am so angry . . .

- **Feelings** can be based on an emotion or a mood.
- Do NOT go with your gut feel.
- Go with your ANALYZED gut.
- How would someone else react? Am I reasonable? Accurate? Correct assumptions?
- Know other person's intent?
- Or, am I just in a bad mood?



*Let us not
be desirous
of vain
glory,
provoking
one
another,
envying
one
another.*

Managing Envy

- ***We cannot pick and choose aspects of another person's life.***
- ***Would you trade your entire life for that of your friend's?***

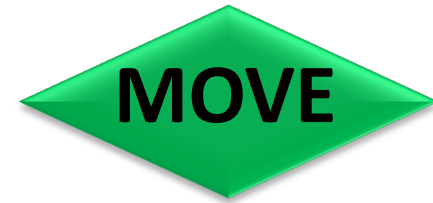
 **TikTok**



facebook

Common belief?

I need to be strong to those I minister to



**Emotion Management
Demonstration**

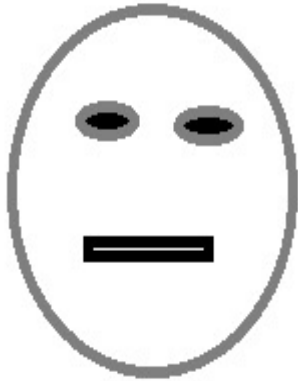
Debrief:



Poor Poker Face:

- Others sense we are not being genuine and are hiding something
- How does it impact our relationships if we try to hide our underlying feelings – but they still “leak”?

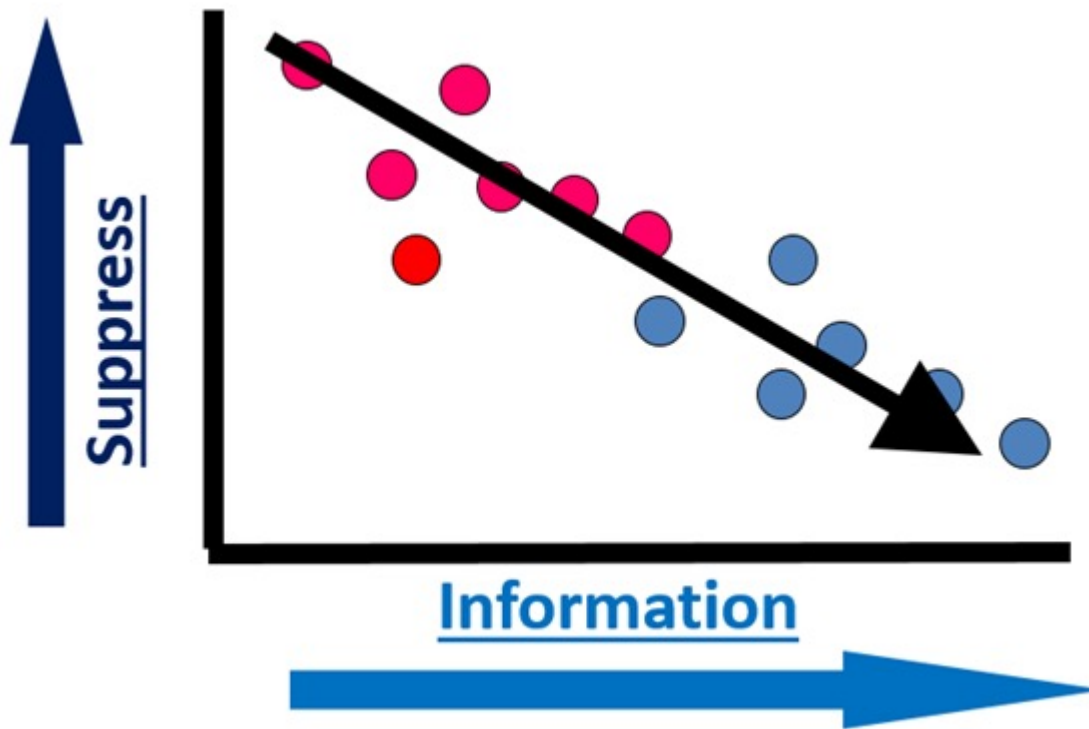
Debrief:



Good Poker Face

- Who had a good poker face?
- What did you do to stay neutral?
- How many slides?
- Order of slides?

There are cognitive costs of emotional suppression



Good Poker Face:

- While there are times to suppress,
- suppression means you are not present,
- and you will miss signals.

After J. Gross, 1998, etc.

If emotions are data and impact thinking and decision making you need effective ways to process emotions

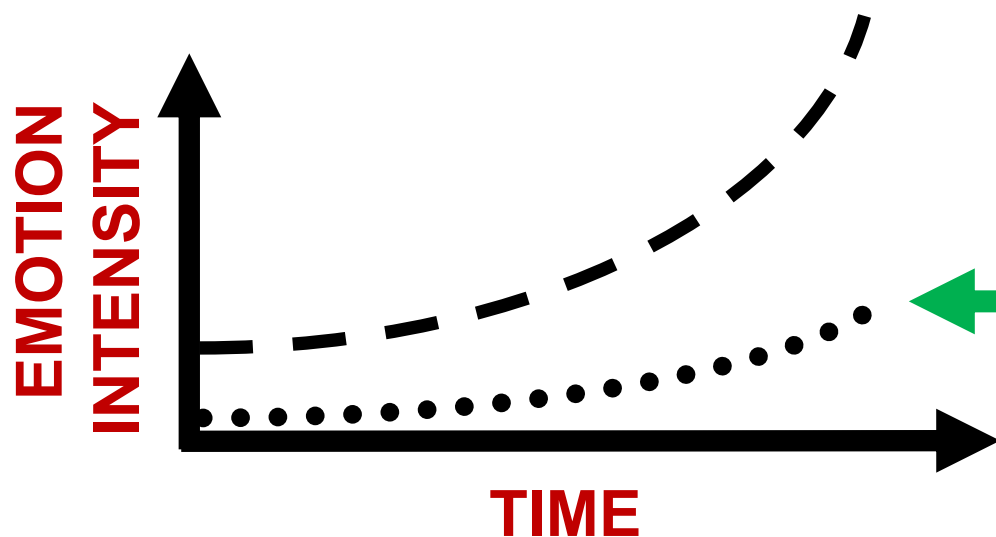
MOVE



- Suppression
- Blaming oneself
- Blaming others
- Procrastination
- Acting-out behavior
- Poor health habits
- Abusing drugs and alcohol
- Avoidance
- Denial
- Ignoring the emotion
- Wishful thinking
- Rumination

Effective long-term strategies to reduce your emotional set-point

MOVE

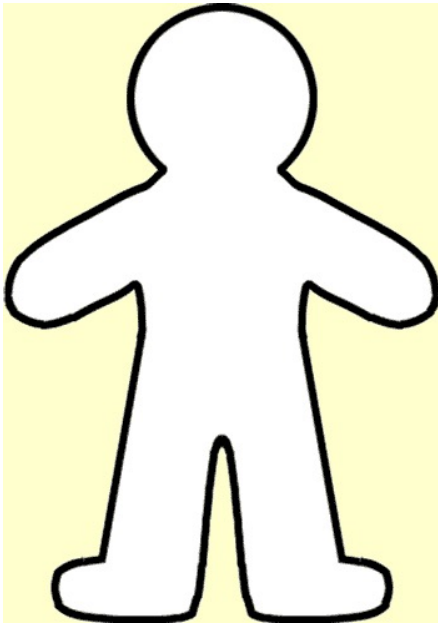


- Prayer
- Mindfulness
- Diet
- Exercise
- Sleep
- Time off
- Colleagues
- ***Relationships***

Be **physically** not **socially** distant

Effective strategies that do not take a lot of time

MOVE

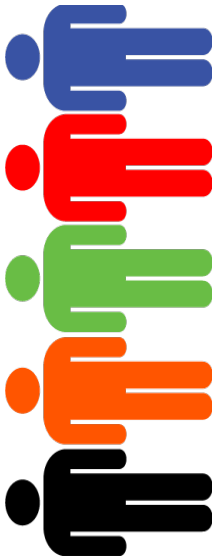


- **Prepare:** Mentally prepare for what could happen - anticipate *possible* reactions (affective forecasting)
- **Self-Talk:** practice, rehearse (to yourself)
- **Modify the situation:** Change an aspect of the situation (consider when and where you meet)
- **Modify your mood:** Express a different mood before the situation (psych yourself up)
- **Re-appraise the situation:** Consider the other's point of view (you can never know what the other person is experiencing, maybe they are right)
- **Intervening moment:** Pause, breathe, reflect . . . And then respond
- **Physiological techniques:** Deep breath, stretch, stand up, walk, use a headset

Effective strategies that do not take a lot of time



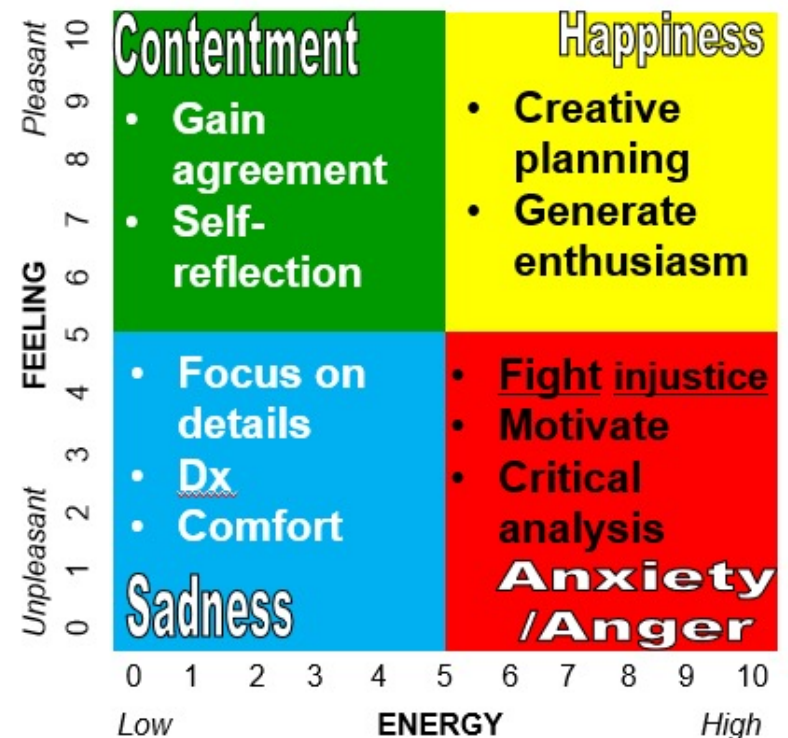
MOVE



- **Show Interest:** non-verbal (nod, eye contact, remove distractions)
- **Show Interest 2:** paraphrase, summarize and (do not need to agree)
- **Hypothesize:** “it sounds like you may feel ___ because of _____. Is that right?”
- **Validate:** Don’t argue, validate their perspective and feelings. (“I can see how someone might feel that way” – *because they do*)
- **Express concern:** “I am here to help.” “Tell me what you’d like to accomplish.” “What can I do to support you?”
- **Intervening Moment:** Take a brief pause then respond
- **Apologize:** acknowledge we messed up - in a meaningful way
- **Shared Experience:** disclose - if appropriate and done cautiously

Adapted from DBT validation strategies

-
- **Your Challenge:**
 - exhibiting these skills in real-time
 - at a high level of expertise
 - under stress
 - on a consistent basis



How do / will you apply these skills in your youth ministry?

**Small
Groups**

MAP

**How do you feel right now? Others?
Ask - don't assume you know.**

MATCH

Match feelings to connect and match emotions to get work done.

MEANING

**What words best describe these feelings?
What is the cause of these feelings? How might they change?**

MOVE

Manage feelings (yours and others) to stay open to emotions and thrive

Additional Information & Resources

Videos:

“How are you?” [Brief video on ability model of EI](#)

Match emotions - [Match Emotions video](#)

Managing Emotions - [Emotion Management strategies video](#)

Books:

Leaders: [A Leader's Guide to Solving Challenges with Emotional Intelligence.](#)

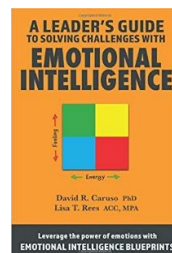
Educators: [The Educator's Practical Guide to Emotional Intelligence.](#)

Workbook: [Developing Your EI Skills Workbook](#)

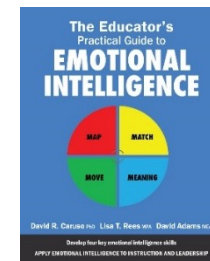
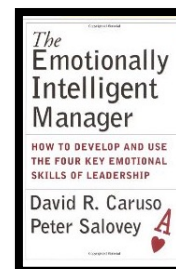
Caruso & Salovey: [Emotionally Intelligent Manager](#)



For more questions, feedback & comments: david@eiskills.com



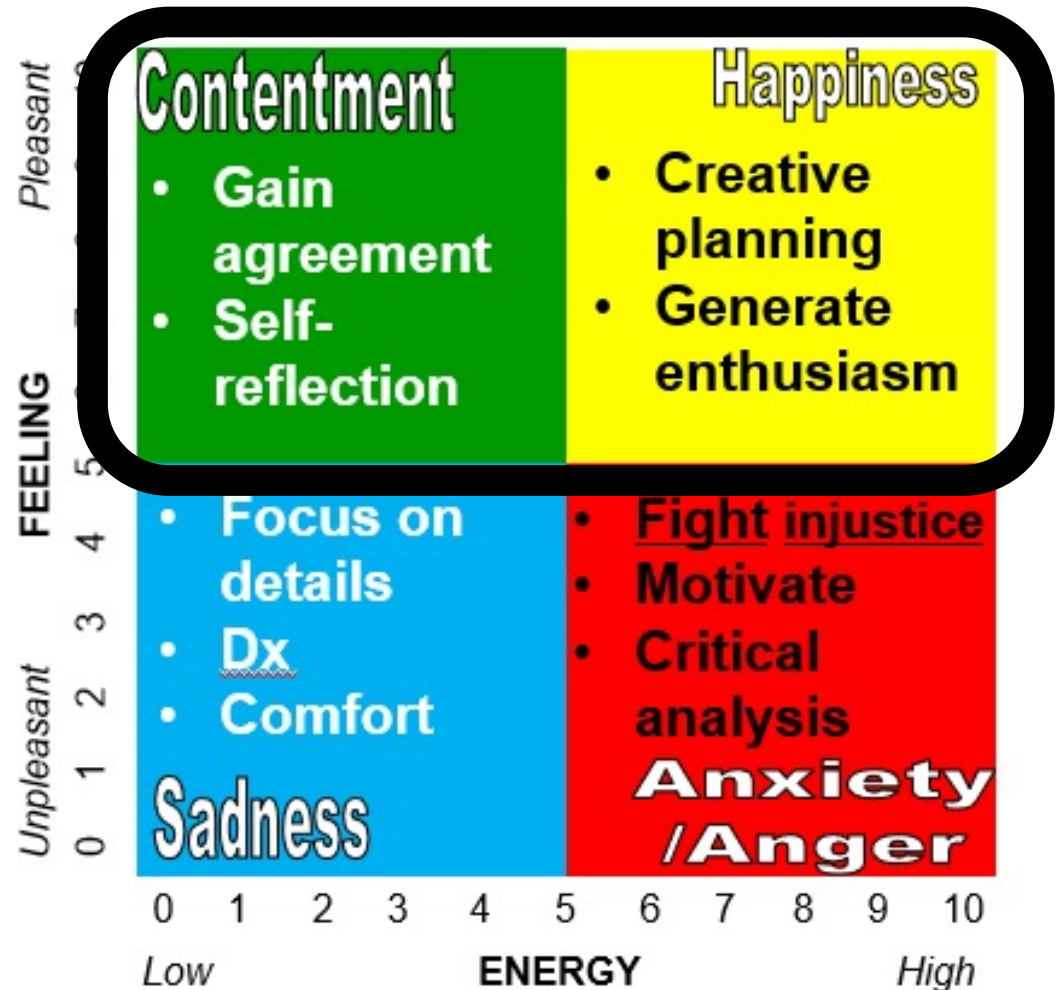
MSCEIT



Consider
the ability
model of
EI and
determine

-

*how to
conclude?*



Applying the Hard Skills of Emotional Intelligence to Youth Ministry

“Make a joyful
noise unto the
Lord, all the earth:
make a loud noise,
and rejoice, and
sing praise.”