

# Emotional Intelligence World Class Understanding

Recognizing and respecting the distinct cultural and philosophical contexts



What is OLD is NEW  
again

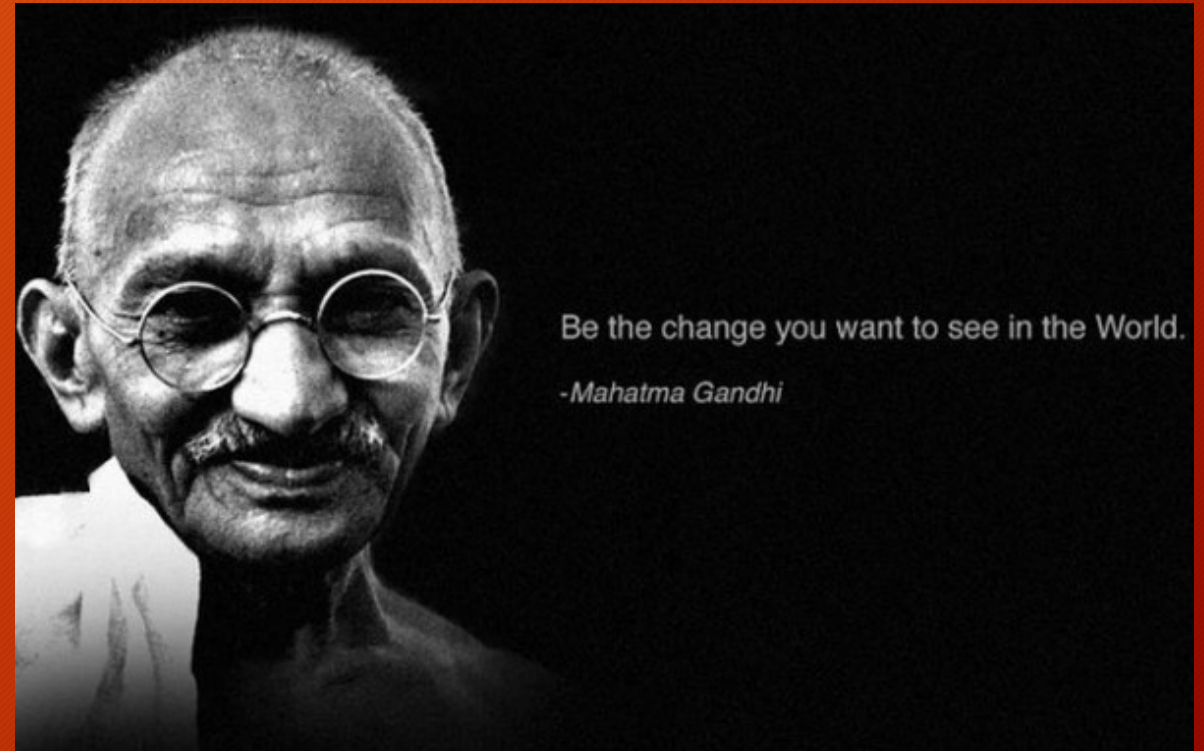
Buddhism

Emotional  
Intelligence

Hawaiian  
Pono

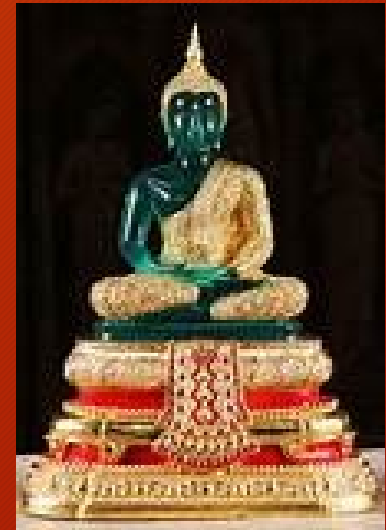
# What is Emotional Intelligence

The ability to recognize, understand, and manage one's own emotions and the emotions of others



# Roots in History? - Buddhism

While emotional intelligence is not explicitly mentioned in traditional Buddhist teachings, many aspects of Buddhism, such as mindfulness and compassion, can contribute to the development of emotional intelligence



# Roots in History? - Pono

Pono is a Hawaiian word with no direct or literal translation to English

*“To put it very simply, living pono is living righteously, with a conscious decision to do the right thing in terms of self, others, and the environment.”*

–Rick Bacigalupi



# Roots in History? - Pono

Pono is a concept that signifies righteousness, balance, and harmony. It involves living in alignment with moral values, maintaining balance within oneself and in relationships, and promoting harmony in the community and with the natural world.



# Emotional Intelligence, Buddhism and Hawaiian concept of Pono

While there are distinct connections between the three, these are separate concepts that originate from different cultural and philosophical backgrounds.

However, there are overlapping principles and practices that can be found in all three.

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# Shared common themes - Self-Awareness

All three concepts emphasize the importance of self-awareness, understanding one's own emotions, and recognizing how they influence thoughts, actions and relationships





# Shared common themes - Compassion and Empathy

Buddhism and Pono both emphasize compassion and empathy towards oneself and others

Developing empathy and understanding others' emotions are also key components of emotional intelligence



# Shared common themes - Mindfulness

Buddhism places significant emphasis on mindfulness - being fully present and aware of one's thoughts, feelings, and sensations

Mindfulness contributes to developing emotional intelligence by cultivating present-moment awareness and self-regulation



# Emotional Intelligence - Learning by Doing

It's about being in control of what you say, so that your words work in your favor. It's the ability to make emotions work for you, instead of against you.

Ultimately, its about creating conditions where others are more likely to want to help you achieve your goals

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# Are You Asking the Right Questions?

Lead by asking questions



# Emotional Intelligence - Learning by Doing

Hi, How are you?

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Most of the time, you don't truly want the other person to answer your question seriously



# Emotional Intelligence - Hi, How are you?

The truthful answer to “How are you?” isn’t what they wish it to be - and maybe not what they’d like to dwell on at the moment

We need better questions to ask!



# Emotional Intelligence - Hi, How are you?

We need better questions to ask!



# Emotional Intelligence - Hi, How are you?

People who simply ask more questions, and follow-up questions were better liked by the conversation partners

People who asked more questions were perceived as better at listening, understanding, and care

- Harvard Business School analysis





# Emotional Intelligence - Hi, How are you?

Don't stop with the three-word query, and even better, be specific if you have the knowledge to do so

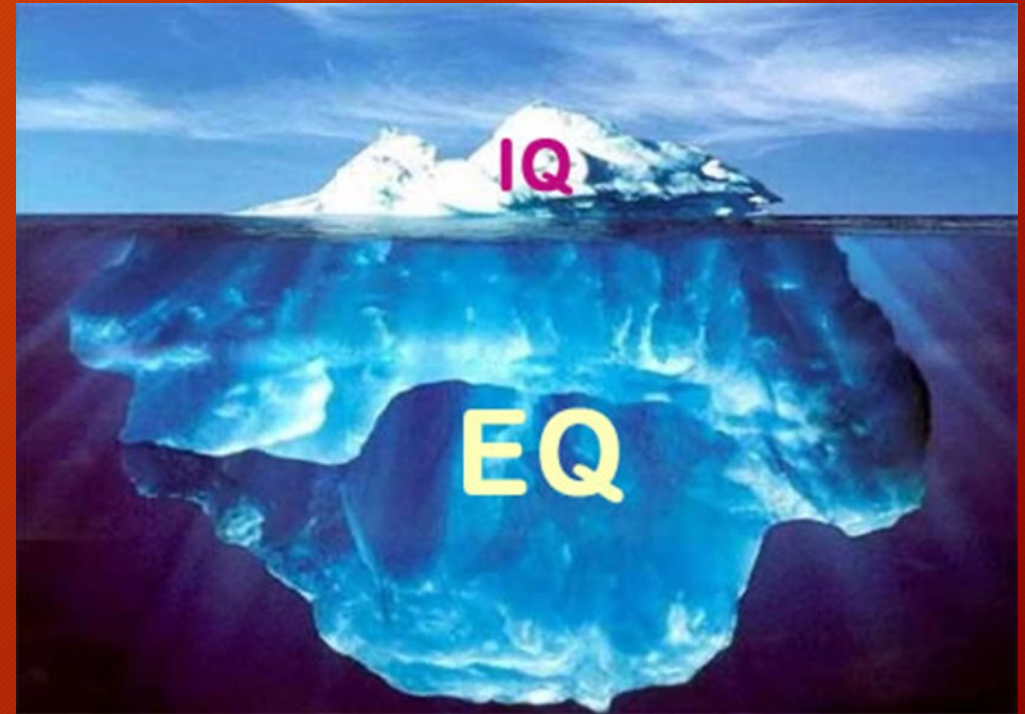


# Emotional Intelligence - Hi, How are you?

“Khun Somchai, before we begin, have you completed your Harmonics testing at Elmo Muskrats’ factory?”

As opposed to:  
“How was everyone’s weekend - good?”

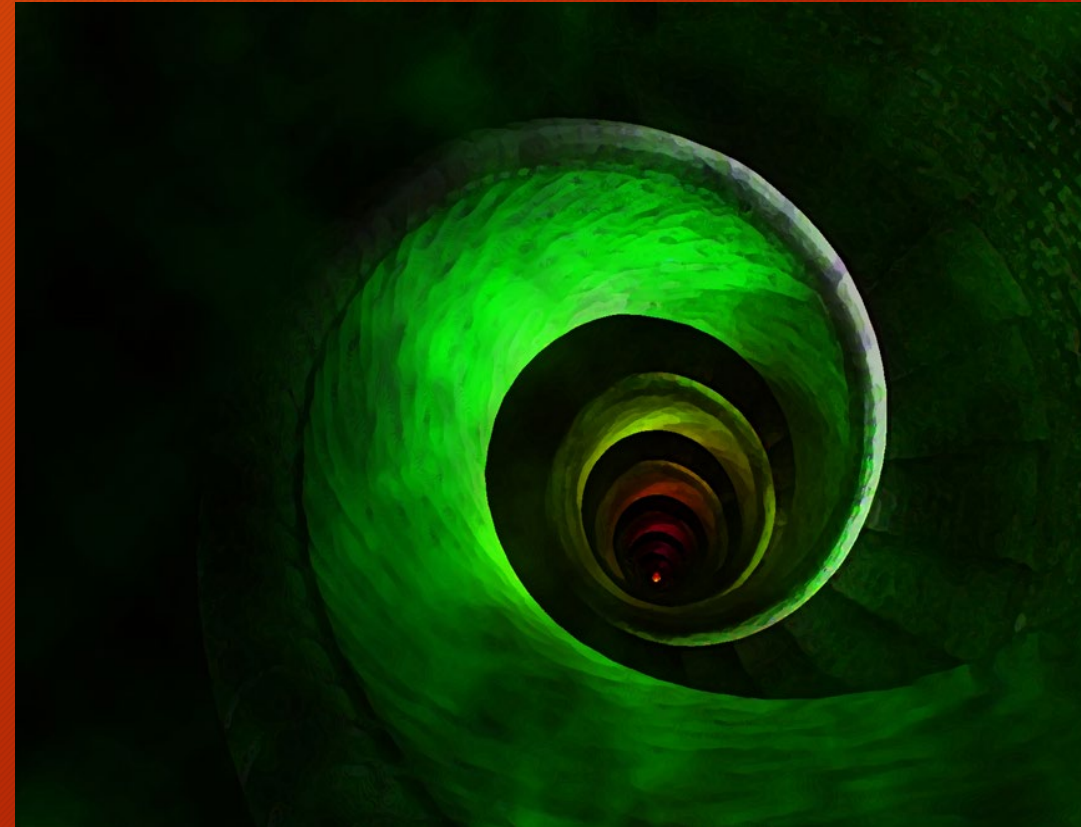
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# Emotional Intelligence - Hi, How are you?

If you're using "How are you/" as a conversation-started, but, in truth you're dreading the idea that anyone might take you seriously and launch into an expansive, truthful answer, the best advice is to stick with a positive declaration

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# Emotional Intelligence - Hi, How are you?

Don't use a question, but instead use something like

- “I'm happy to see you”
- “Thank you for being here - lets get started”
- “I hope you had a nice weekend”
- Or a simple: “Good morning”



# Emotional Intelligence - Empathy, Sympathy & Pity

They express shared emotions without ceding control

All three concepts generally fall under the umbrella of positive feelings that are expressed in response to the experiences of others

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# Emotional Intelligence - Empathy

The ability to understand and share the feelings of another

The key is that empathy involves actively attempting to experience someone else's feeling or thoughts



# Emotional Intelligence - Sympathy

A relationship wherein whatever affects one similarly affect the other

Sympathy involves a more automatic or involuntary affinity and differs from empathy by a state of understanding reached by active effort

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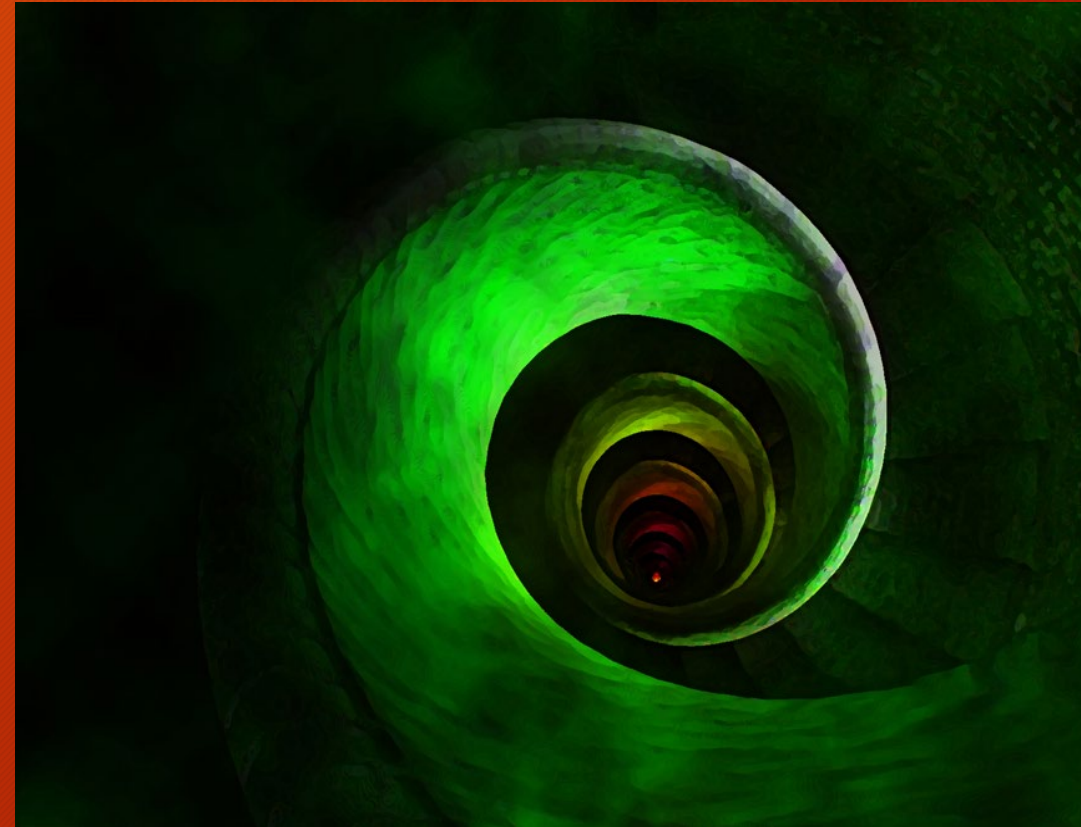


# Emotional Intelligence - Pity

The feeling of sorrow and compassion caused by the suffering and misfortunes of others

Sorrow in reaction to the feelings of others, not a shared emotional understanding of the other person's feelings

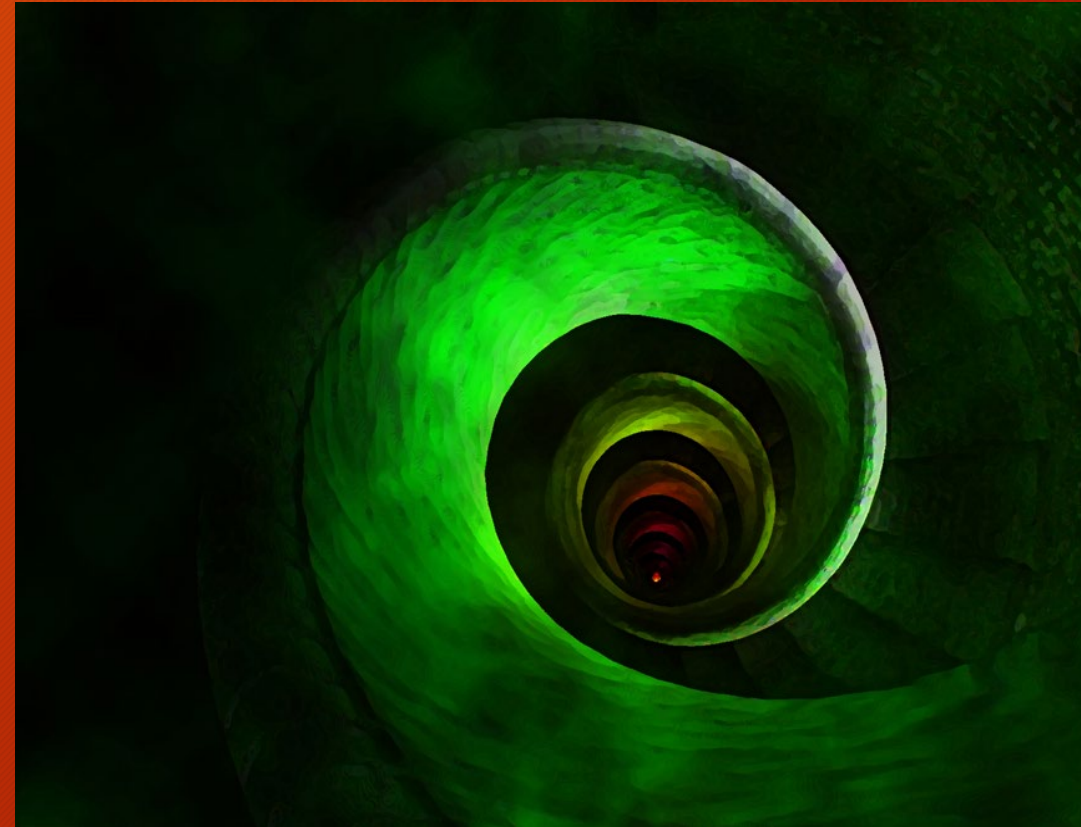
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# Emotional Intelligence - Pity

You can feel pity without sympathy. You aren't in the same emotional position as another person. Instead, your position is higher than theirs



# Emotional Intelligence - Empathy, Sympathy & Pity

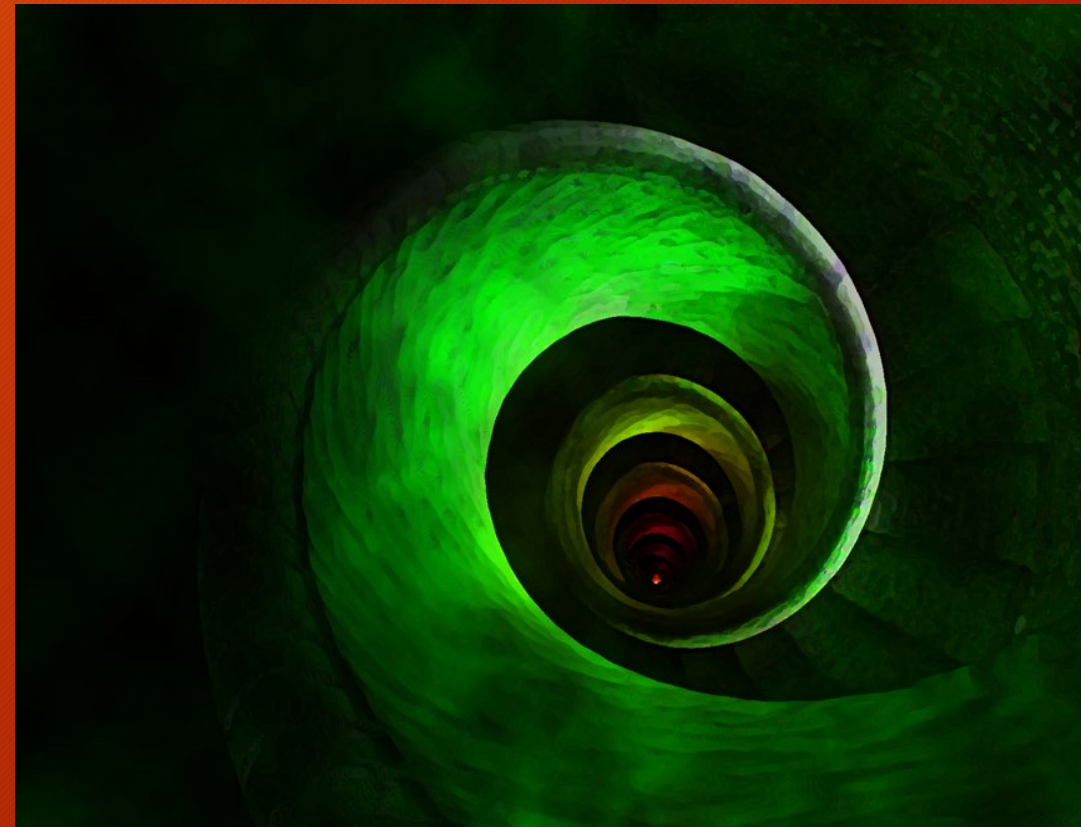
Separating the three concepts effectively is a smart and simple way to guide yourself toward actions and reactions that illustrate emotional intelligence



# Emotional Intelligence - “I know how you feel”

It is usually very difficult to truly “know” how someone else feels

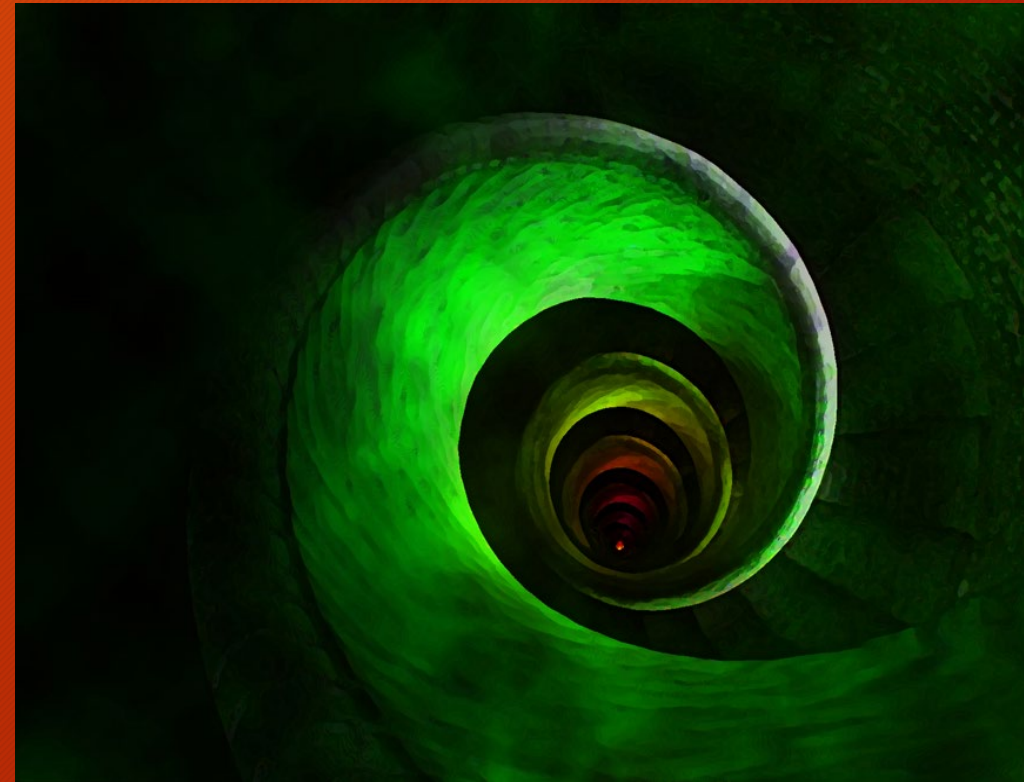
Emotionally intelligent people understand the differing concepts among these three words



# Emotional Intelligence - Conversations

There are two ways people can respond to others in a conversation:

1. Support the other person by keeping the focus of the conversation on the other person
2. Shift the conversation, putting the focus on themselves



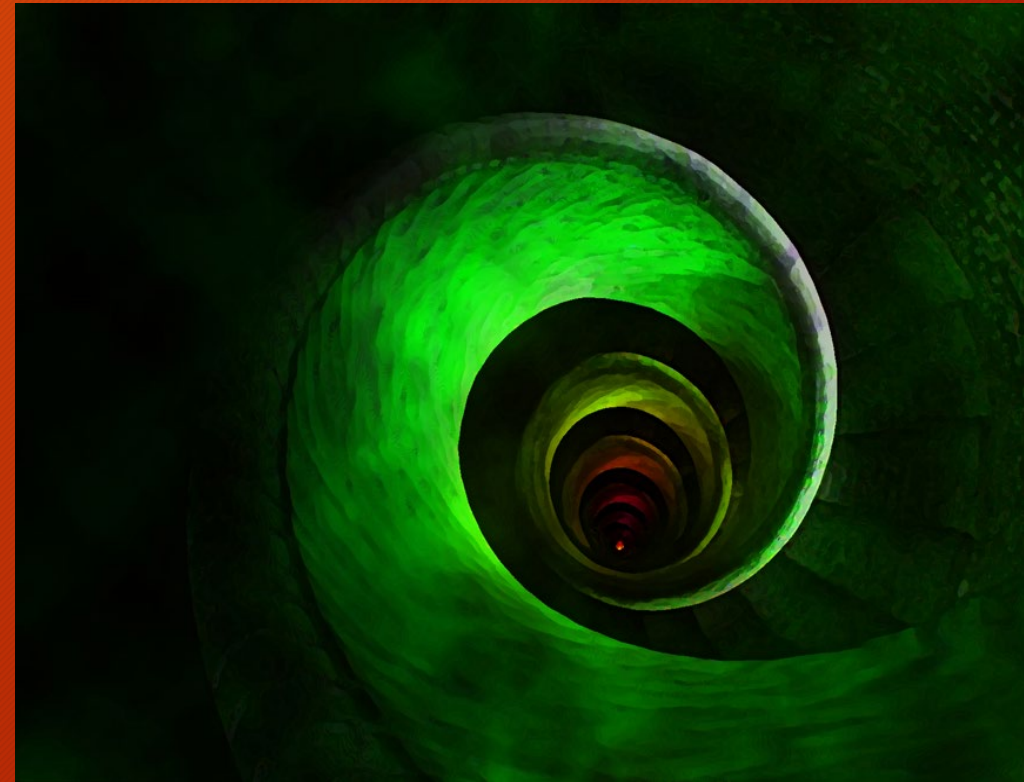
# Emotional Intelligence - Shifting Conversations

“You always...” (or “you never...”)

“That reminds me...”

“Someone has to tell you...”

“I don’t want to fight, but...”



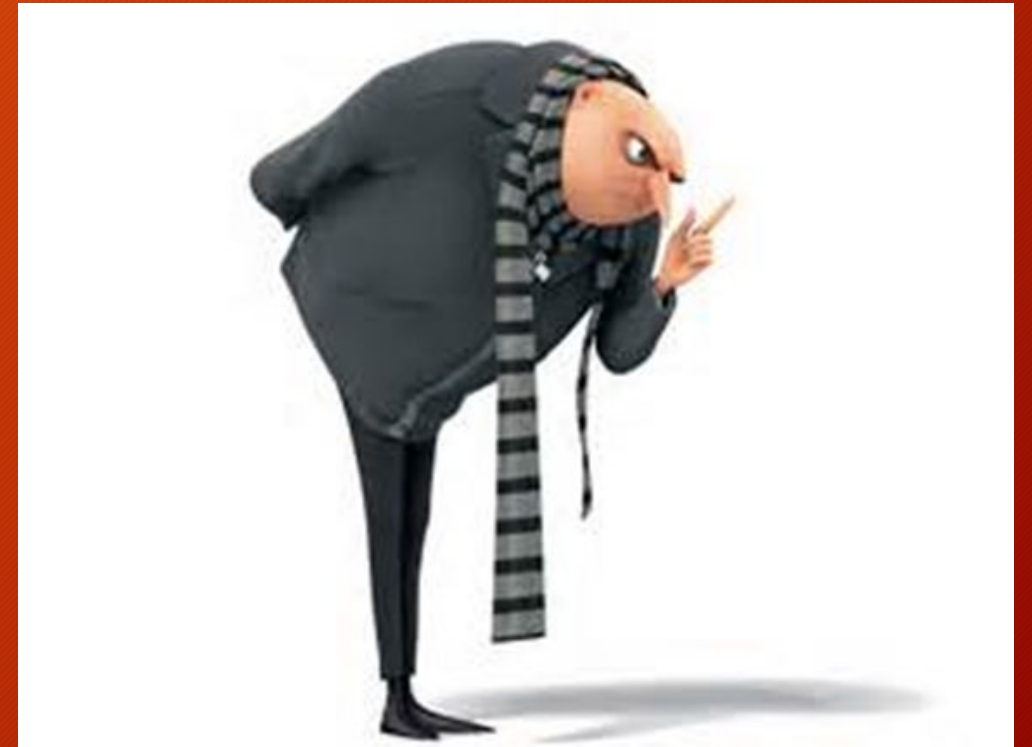
# Low-Emotional Intelligence phrases

“Not my job”

“It’s our policy”

“I do apologize”

“Nothing I can do”



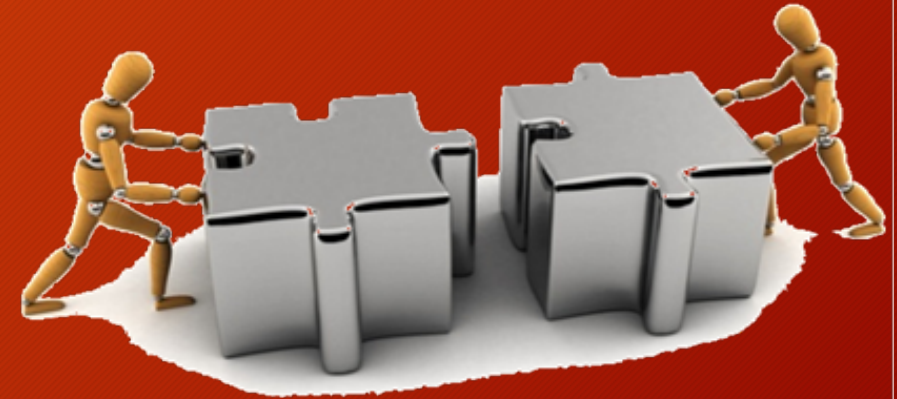
# Emotional Intelligence Habits, Good & Bad

They seek to support

They don't assume

They embrace silence

They focus on others when it's time to do so



# Emotional Intelligence Habits, Good & Bad

They admit their shortcomings

They don't assume the worse

They have restraint





# Emotional Intelligence Skills

- Genuine people are generous
- They treat EVERYONE with respect
- They aren't motivated by material things



# Emotional Intelligence Skills

- Genuine people are trustworthy
- They are thick-skinned
- They put away their phones



# Emotional Intelligence Skills

- Genuine people aren't driven by ego
- They aren't hypocrites
- They don't brag



# Questions?

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