



Emotional Intelligence and Beyond: *Looking Toward the Future*

John D. Mayer



Acknowledgements

and Disclosure of Interests

In Spain

Mr. Emilio Botín

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Organizing Committee IE2009

My Collaborators



And also including

- *Marc Brackett*
- *Richard Roberts*
- *Sigal Barsade*

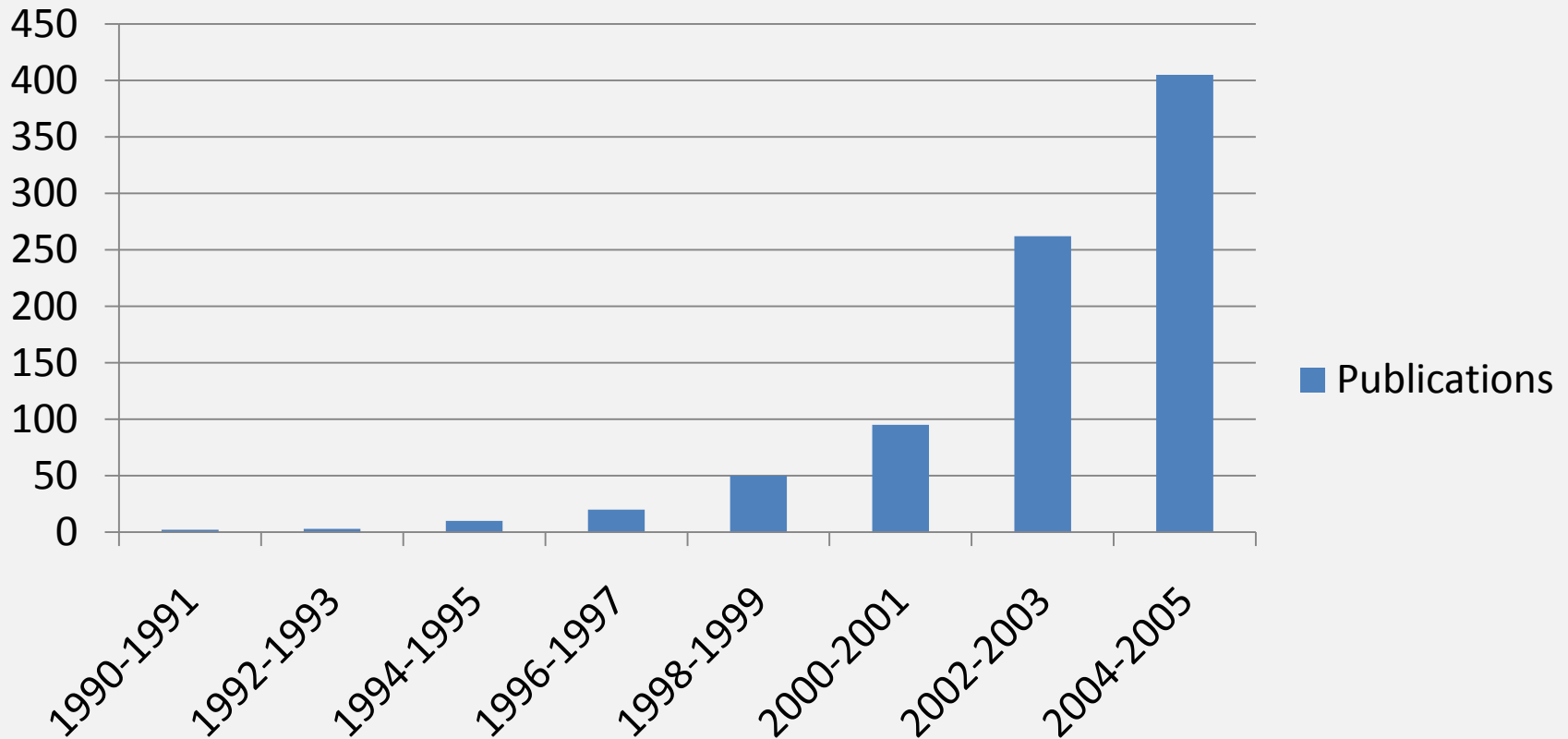


Disclosures: The presenter is a coauthor of the Mayer-Salovey-Caruso Emotional Intelligence Scale and receives royalties from its use

Research in Emotional Intelligence (EI): Rising

adapted and expanded from Matthews, Zeidner, & Roberts, "Emotional Intelligence" 2002

Publications



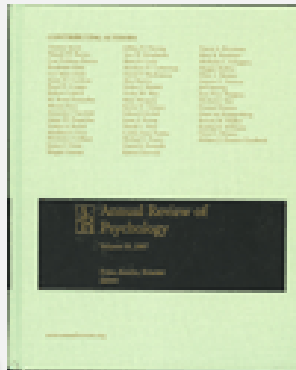
The Three Big Reviews of EI in 2008



European Psychologist

The Science of Emotional Intelligence: Current Consensus and Controversies

- Zeidner,
- Roberts
- Matthews



Annual Review of Psychology

Human Abilities: Emotional Intelligence

- Mayer,
- Roberts,
- & Barsade



American Psychologist

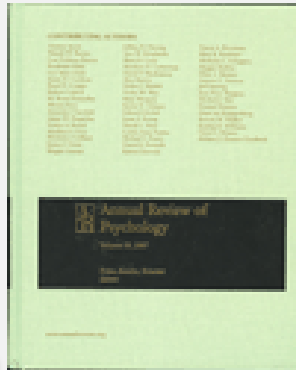
Emotional Intelligence: Unitary Ability or Eclectic Traits?

- Mayer,
- Salovey
- & Caruso

The Three Big Reviews of EI in 2008



These are big, widely respected journals



Emotional Intelligence has finally matured in the scientific world



But what did the reviews say?

Drawing on those Reviews My Talk Today Will Examine:

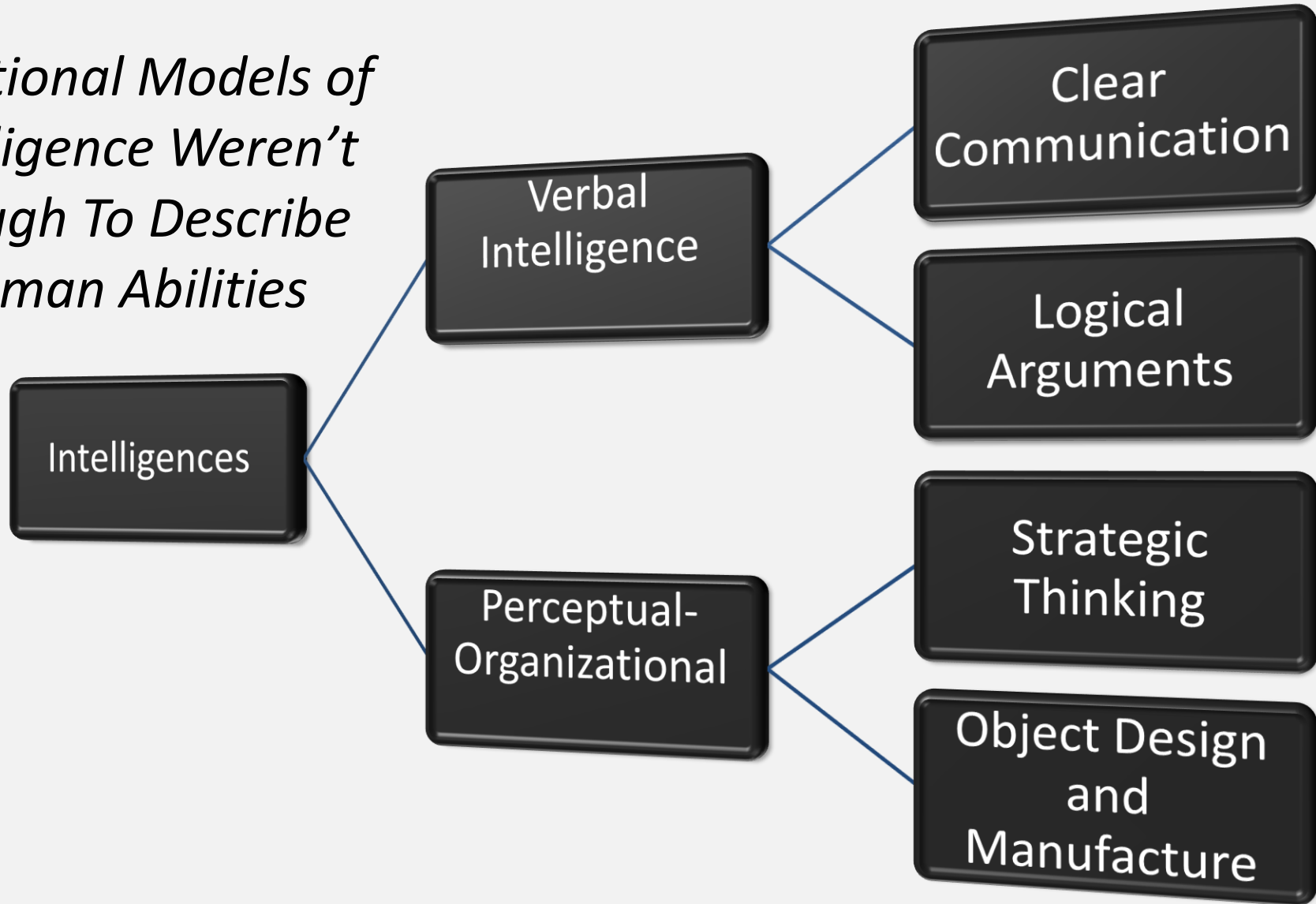
Emotional Intelligence:

- Issues of the Past
- Issues of the Present
- Issues of the Future
- Forecasts and Conclusions

ISSUES OF THE PAST:

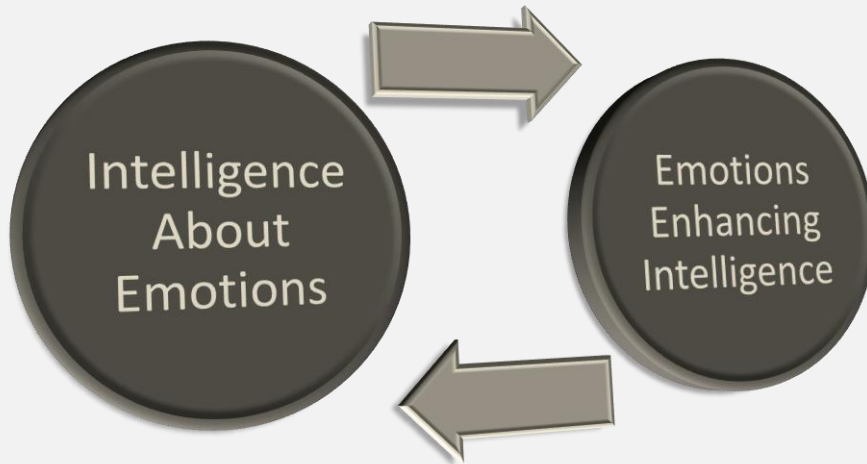
1. THE INITIAL IDEA

*Traditional Models of
Intelligence Weren't
Enough To Describe
Human Abilities*



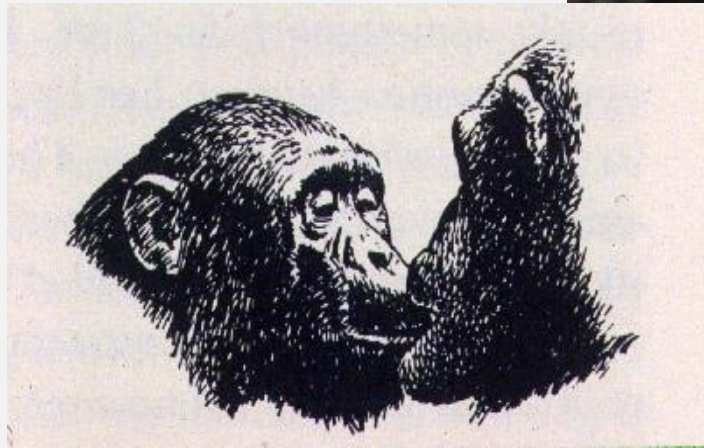
Did We Need an Emotional Intelligence?

Emotional Intelligence



...the ability to reason about emotions and emotional information and of emotions to enhance thought.

Emotions are Evolved Signals as to Relationships

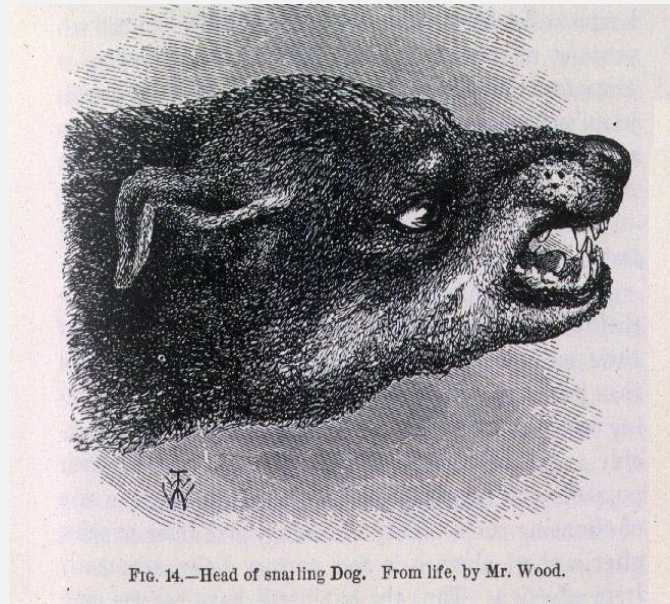


The Evolution of Mouth Feeding

Source(s): Darwin (1873/1965); Ekman (1973)

Emotions are Evolved Signals as to Relationships

The Evolution of Anger Expressions



Intelligence



Accessing information sources

**Abstract reasoning with
information**

Managing information

EI Initially Was Measured as an Ability



	Definitely not present				Definitely present	
Happy	1	2	3	4	5	
Sad	1	2	3	4	5	
Anger	1	2	3	4	5	
Surprise	1	2	3	4	5	
Fear	1	2	3	4	5	
Disgust	1	2	3	4	5	



	Definitely not present				Definitely present	
Happy	1	2	3	4	5	
Sad	1	2	3	4	5	
Anger	1	2	3	4	5	
Surprise	1	2	3	4	5	
Fear	1	2	3	4	5	
Disgust	1	2	3	4	5	



	Definitely not present				Definitely present	
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Surprise	1	2	3	4	5	
Fear	1	2	3	4	5	
Disgust	1	2	3	4	5	



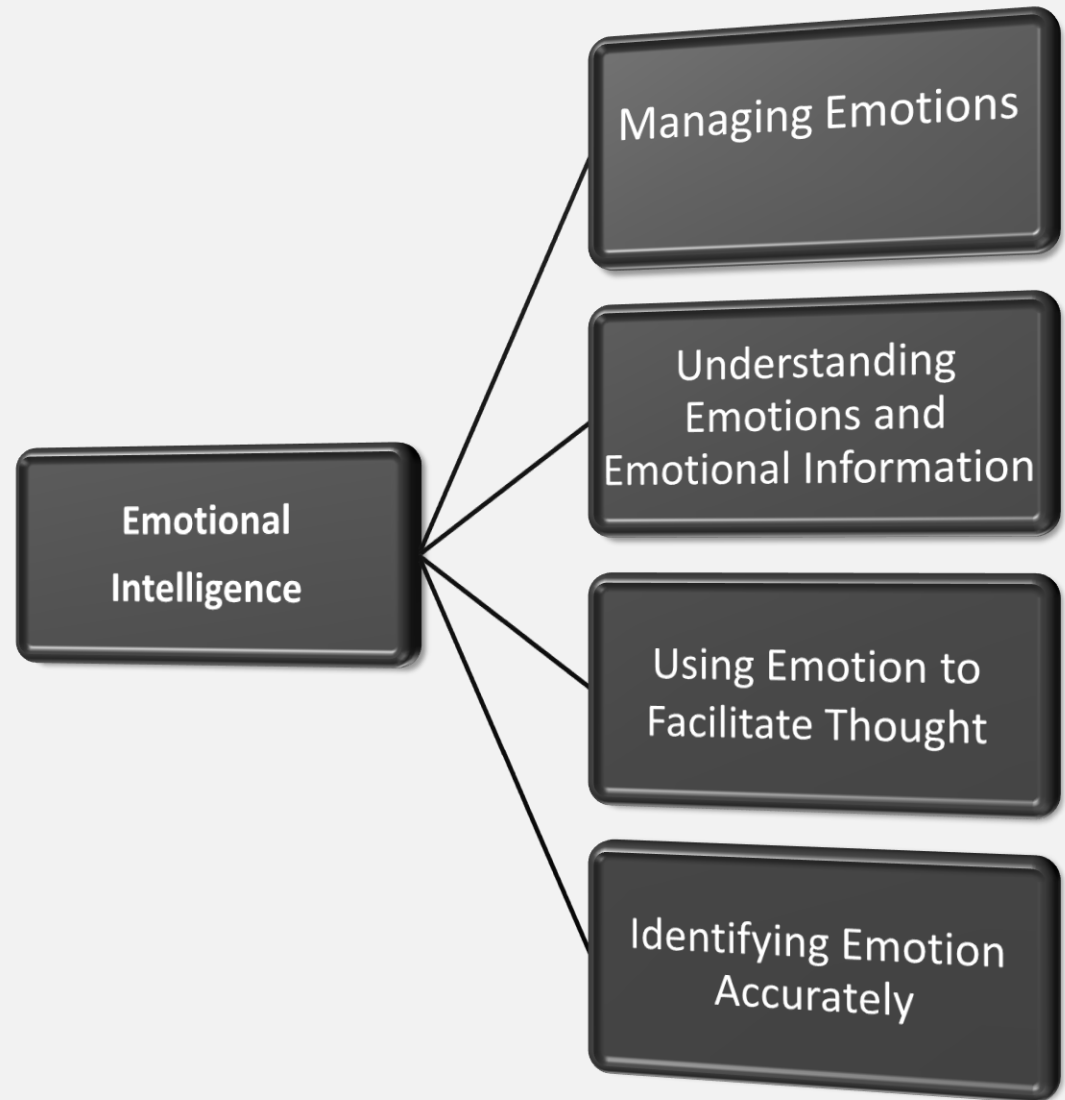
	Definitely not present				Definitely present	
Happy	1	2	3	4	5	
Sad	1	2	3	4	5	
Anger	1	2	3	4	5	
Surprise	1	2	3	4	5	
Fear	1	2	3	4	5	
Disgust	1	2	3	4	5	

...accurately
identify
emotions in
visual
stimuli...(Mayer,
DiPaolo, & Salovey, 1990)

The Four Branch Model of Emotional Intelligence

Mayer & Salovey, 1997;
Salovey & Mayer, 1990

An emotional intelligence seemed plausible

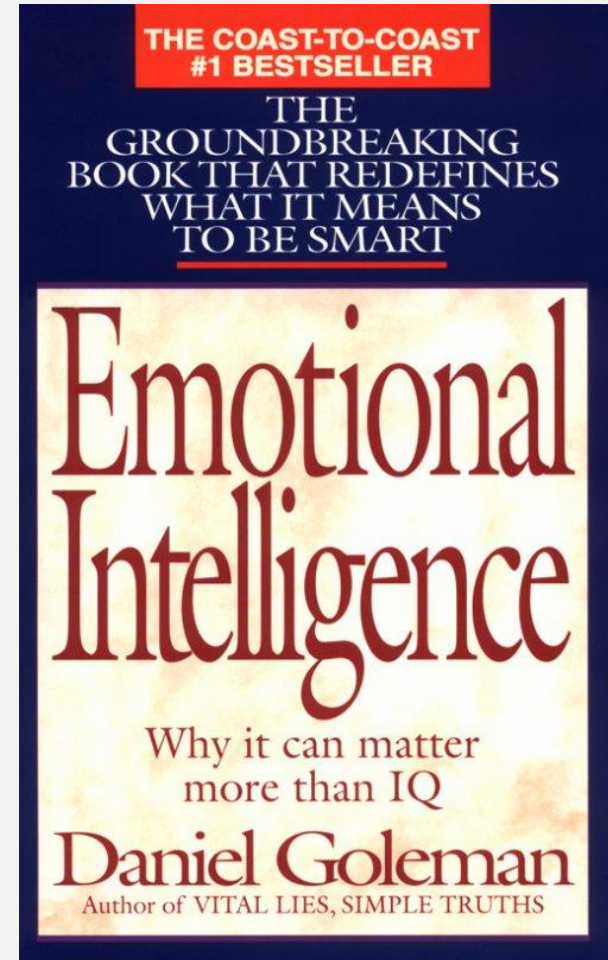


ISSUES OF THE PAST:

2. JOURNALISTIC INFLUENCES AND ADDITIONS

1995 Journalistic Account

- Dan Goleman's lively book was based in part on our first EI models, but
 - dramatically broadened EI's definition (1995; 1998)
 - persistence
 - character
 - optimism
 - trustworthiness
 - adaptability
 - communication
 - team capabilities
 - etc.
 - and made claims we never made



Psychological Models Sometimes Followed the Journalism, Not the Science

Examples

- One 1997 model included:
 - assertiveness
 - optimism
 - self-actualization
 - self-regard
 - adaptability
 - etc.
- Another 2003 model had:
 - assertiveness
 - (lack of) impulsivity
 - creativity
 - etc.

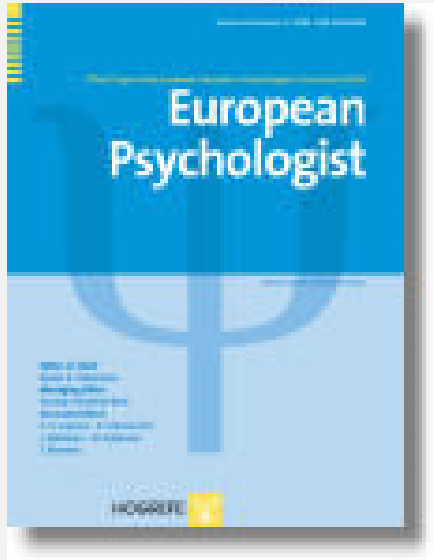
Reactions to such models

- “Preposterously all-encompassing” (Locke, 2005, p. 428)
- “These models have done more harm than good regarding establishing emotional intelligence as a legitimate, empirical construct...” (Daus & Ashkenazy, 2003)

ISSUES OF THE PRESENT

1. QUICK SUMMARIES OF THE THREE REVIEWS

Quick Summaries



European Psychologist

- Probably the earliest-written of the three (developed from a 2006 conference proceeding).
- It concludes (*note: my summary*)
 - All approaches to emotional intelligence have their good sides and bad sides,
 - If all these approaches are emotional intelligence, the area makes no sense!

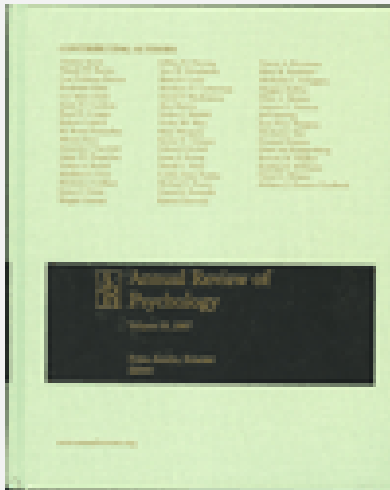
Quick Summaries



The American Psychologist

- Psychologists must choose: Either EI is eclectic traits, or a coherent ability
- There are myriad advantages to choosing the ability approach; few to the eclectic approach

Quick Summaries



Annual Review of Psychology

- A cross-laboratory collaboration between my team and the Matthews/Zeidner/Roberts team.
- Attempt to create a joint statement of what the EI field is.
- Concludes that empirically, there exist a number of valid ability scales
- And empirically, EI predicts a number of important things.

ISSUES OF THE PRESENT

2. EI AS ABILITY V. ECLECTIC TRAITS

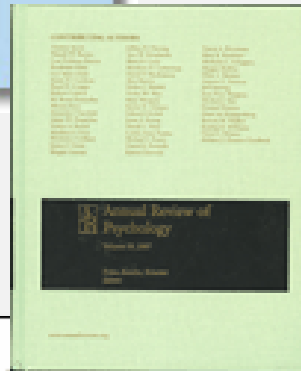
Naming What EI Is and Is Not

From the European Psychologist:

We also see a need for weeding out those constructs that are not well-supported by research or lack a sound theoretical base (p. 74).

From the American Psychologist:

We recommend that groups of widely studied personality traits, including...the need for achievement, happiness, and assertiveness should be called what they are...[personality traits and/or qualities and *not* emotional intelligence] (p. 514).



ISSUES OF THE PRESENT

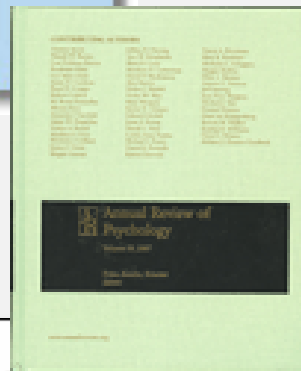
3. MEASUREMENT

Ability Scales v. Self-Report



From the European Psychologist:

[Although self-report can yield other insights:] Given the choice to assess intelligence with a question that is factually verifiable or a subjective rating, even the staunchest advocate of the latter approach is forced to concede this is a no-brainer... (p. 70).



From the European Psychologist:

There is a growing body of evidence that self-report assessments...have questionable discriminant validity... (pp. 69-70).



From the Annual Review of Psychology:

Measures of EI based on Mixed Model [broad-definition, self-judgment] approaches do not provide valid assessments in the area

EI measures based on Specific Ability and Integrative [Ability] Models exhibit test validity as a group... (p. 527)



Valid Scales of Emotional Intelligence

Specific Ability Models

e.g., Emotional Expression

Diagnostic Analysis of Nonverbal Accuracy 2 (DANVA 2 – AF, AP, POS)
-- *Nowicki et al.*

Japanese and Caucasian Brief Affect Recognition Test (JACBART)
-- *Matsumoto, Ekman et al.*

e.g., Emotional Understanding

Levels of Emotional Awareness Scale (LEAS) – *Lane et al.*

Situational Test of Emotional Understanding (STEU) --*MacCann & Roberts*

Integrative Ability Models

Multiple Areas (e.g., two or more areas)

Emotional Knowledge Test (EKT) – *Izard et al.*

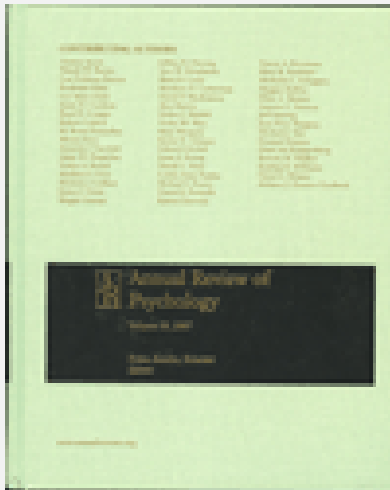
Mayer-Salovey-Caruso Emotional Intelligence Scale (MSCEIT)
-- *Mayer, Salovey, & Caruso*

ISSUES OF THE PRESENT:


4. WHAT EI PREDICTS

Methodology

Annual Review of Psychology



- After a conceptual review, ability scales were identified as valid
- A literature review of all ability scales measuring emotional intelligence and their findings
- Literature from 1990 forward was gone through carefully



Correlates of EI (Valid Scales Only)

from the 2008 *Annual Review in Psychology*

Higher EI correlates with:

1. Better social relations for children
2. ...and adults.
3. Others' positive perceptions of the person
4. ...and better academic achievement (but often not after partialling out IQ).
5. Better family and intimate relationships
6. ...and better social relations at work and during negotiations.
7. Better overall psychological well-being.

ISSUES OF THE FUTURE

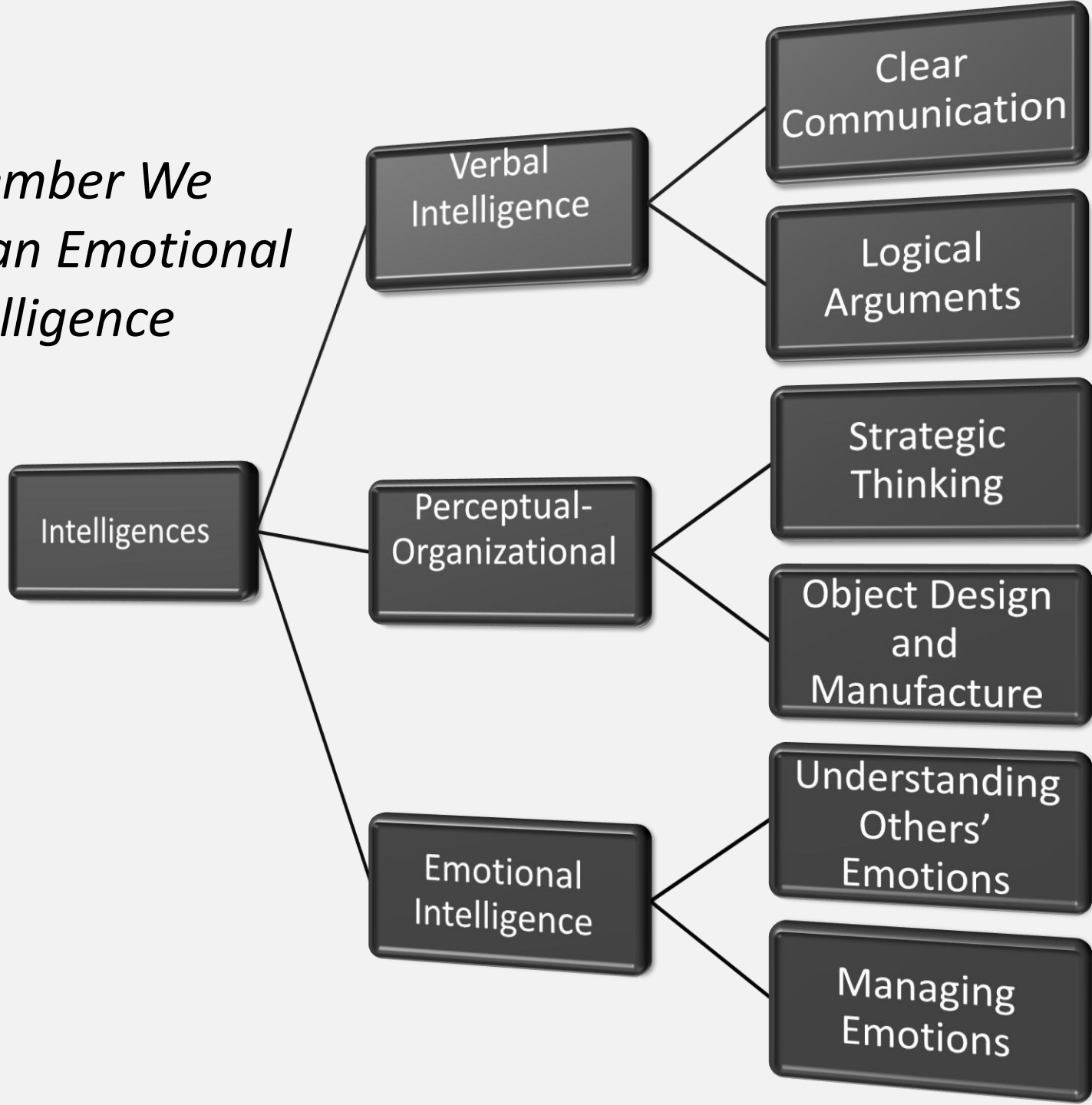
1. THE CHALLENGE AHEAD

Dilemma

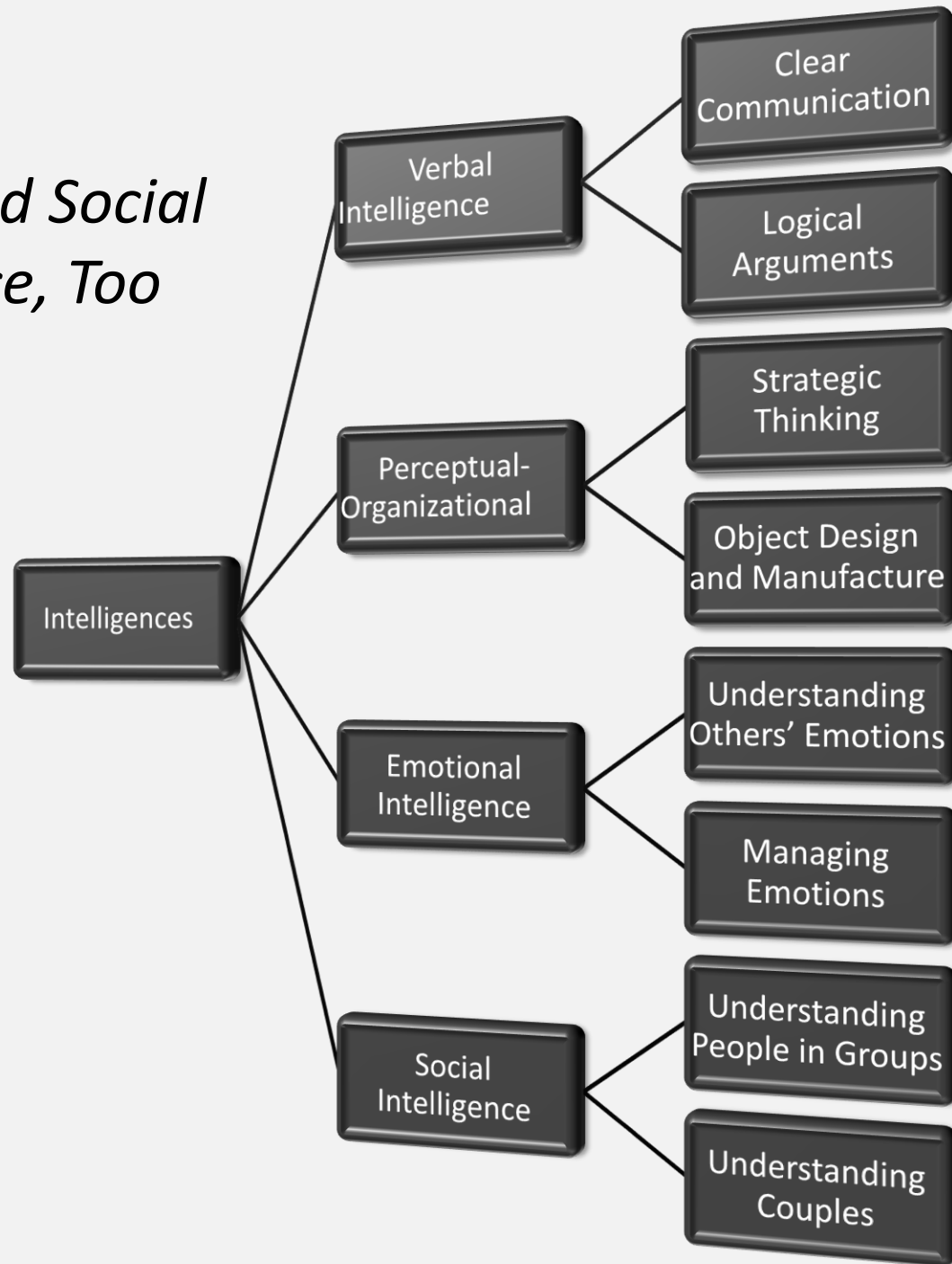
Many people, I understand, feel like certain graduate students interested in researching emotional intelligence.

- *My research advisor told me I must choose between models of emotional intelligence.*
- *Either I study the Four-Branch Ability model, or one of the broader models*
- *I understand the scientific value of ability models*
- *...but all those other concepts (e.g., assertiveness, optimism, competencies, skills) are interesting too.*

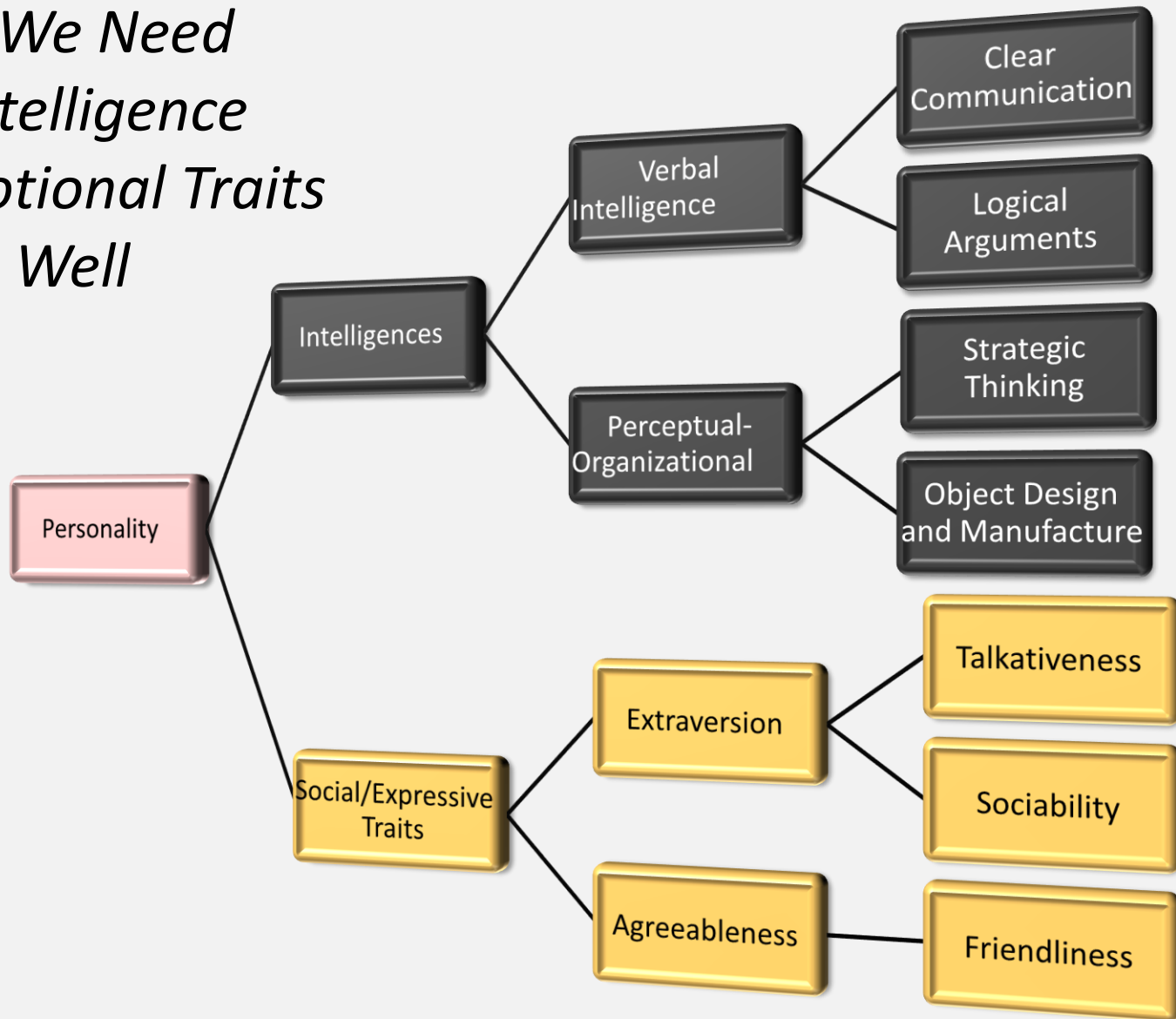
*Remember We
Needed an Emotional
Intelligence*

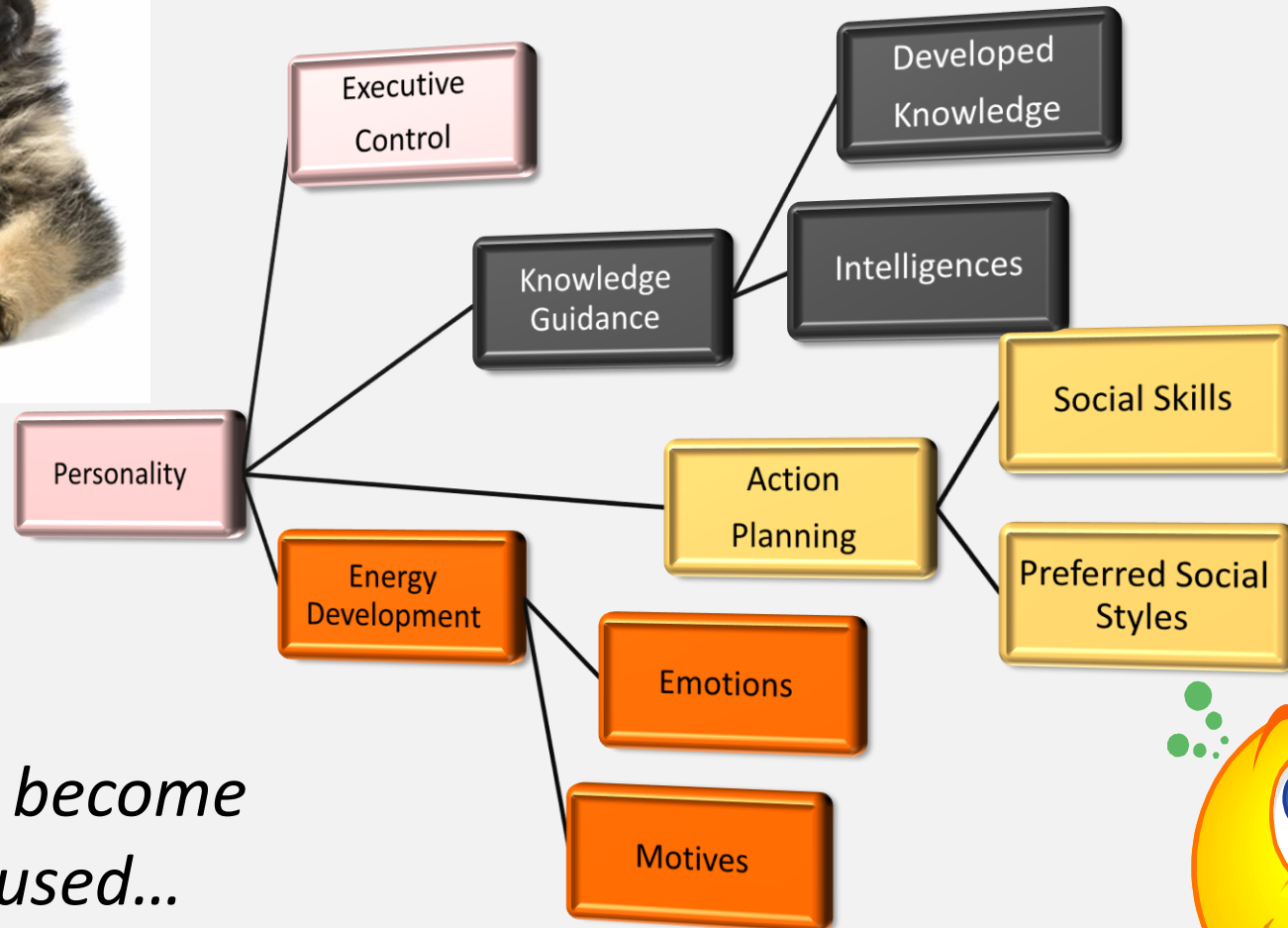


But We Need Social Intelligence, Too



*...And We Need
Non-Intelligence
Socio-Emotional Traits
As Well*





*Things become
confused...*



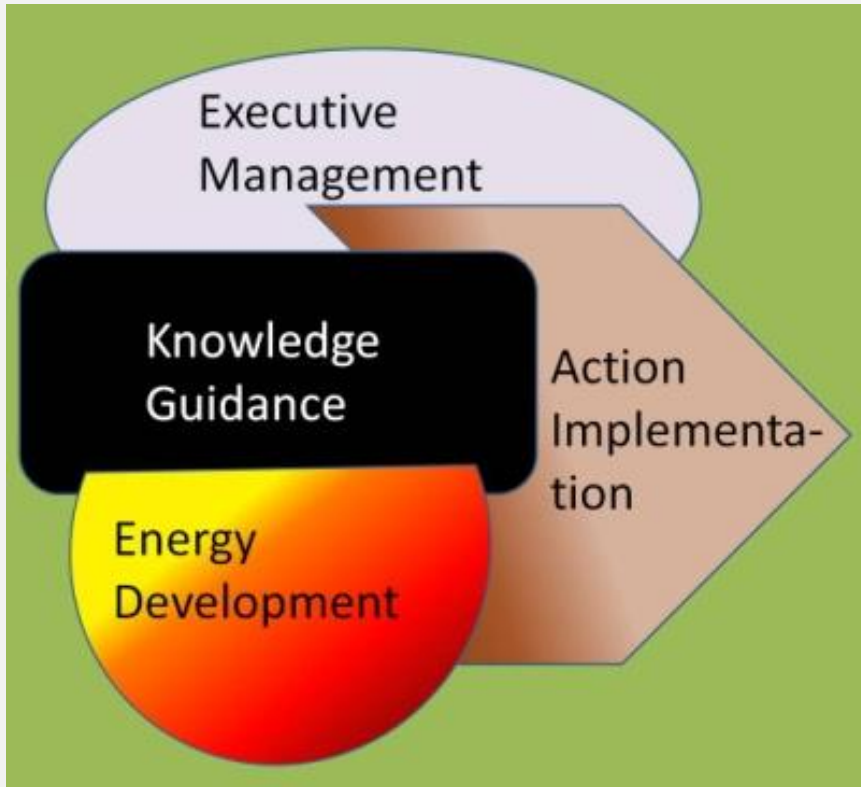
ISSUES OF THE FUTURE:

2. THERE IS A WAY FORWARD

The Issue

- To keep everything, I believe we must move to the level of analyzing personality
- Personality can be defined as:
The organization of the major psychological systems of the individual
- Major systems: motives, emotions, cognition etc.
- Personality includes both intelligences and socio-emotional traits

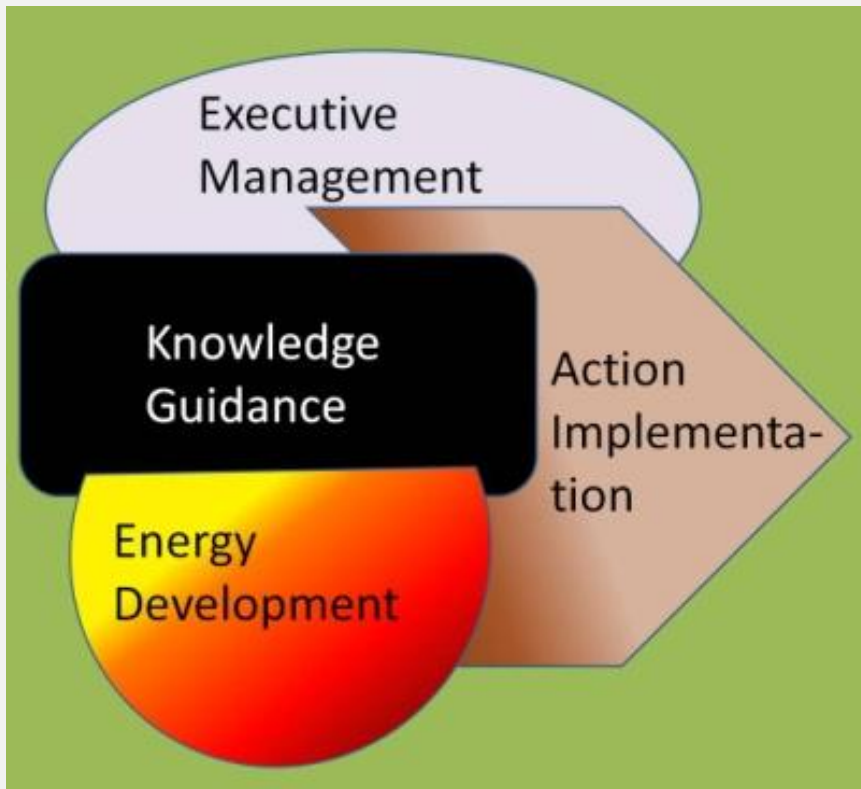
Fortunately, Contemporary Models of Personality...



- Employ coherent views of personality
- Call personality traits and related qualities what they are
- Include emotional intelligence
- Models by McAdams, Mischel, and others.

(picture adapted from the article “A Tale of Two Visions...” from the American Psychologist, September, 2005).

Contemporary Models of Personality



- The model to the left is one example of the new models of personality
- We could use any of several
- I think this one is particularly good (*disclosure* – it comes from my lab)
- What is the model and its four parts?

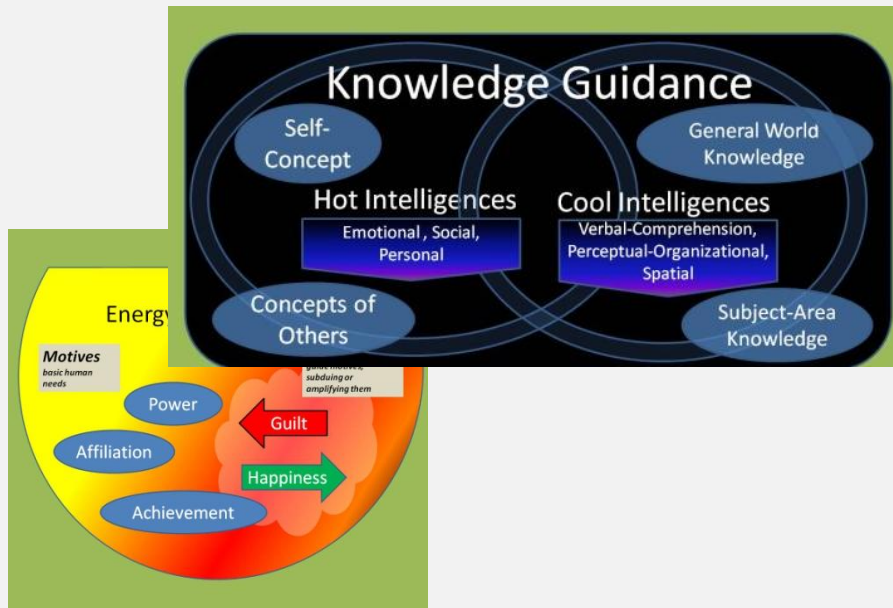
(picture adapted from the article “A Tale of Two Visions...” from the American Psychologist, September, 2005).

Energy Development



Personality must be self-motivated and employ emotions for energy.

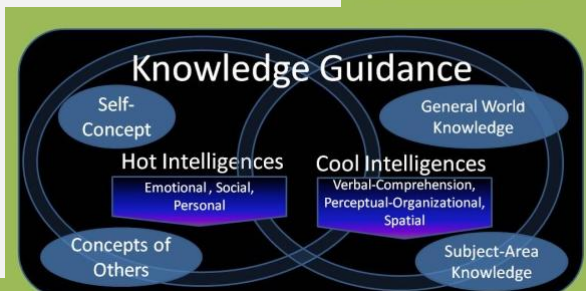
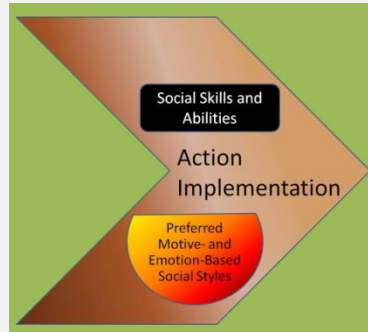
Knowledge Guidance



Personality is also guided by knowledge and intelligence, as with emotional intelligence

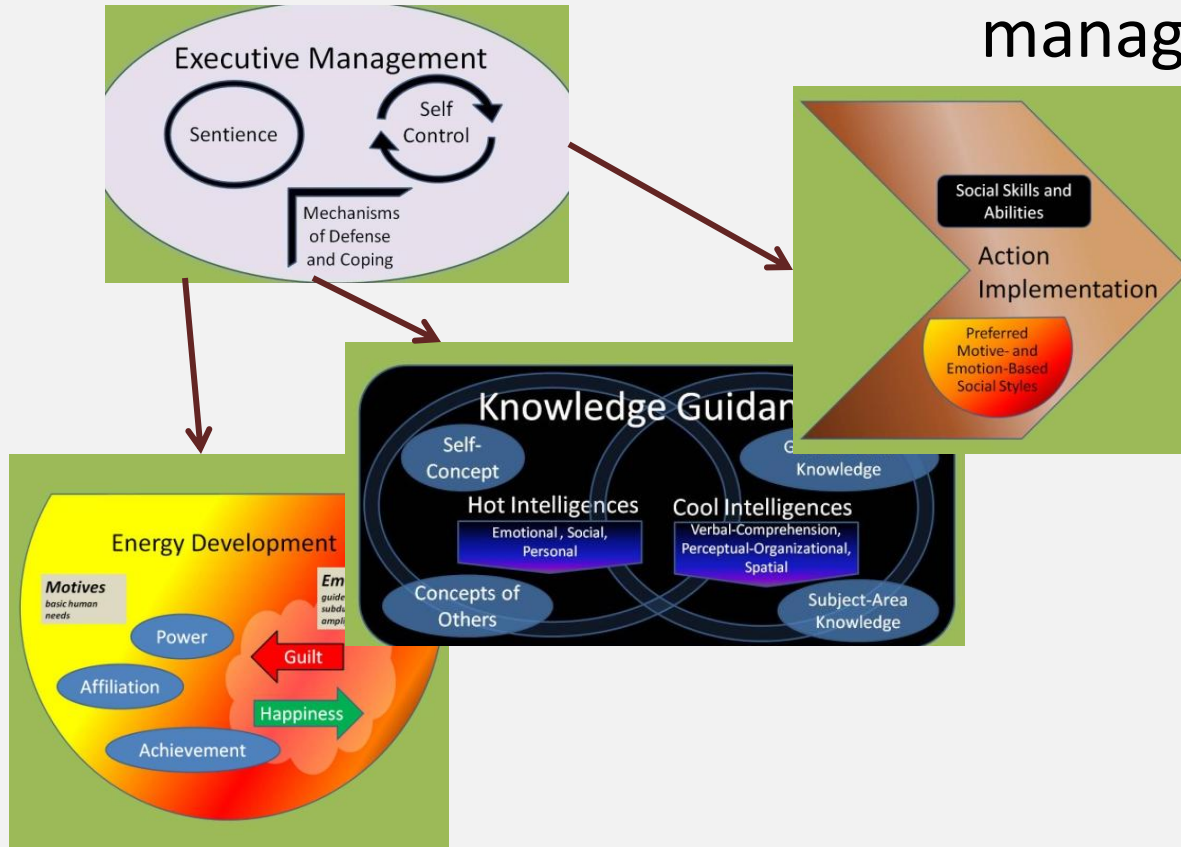
Action Implementation

Personality must create and carry out plans to express and assert itself in the surrounding world.

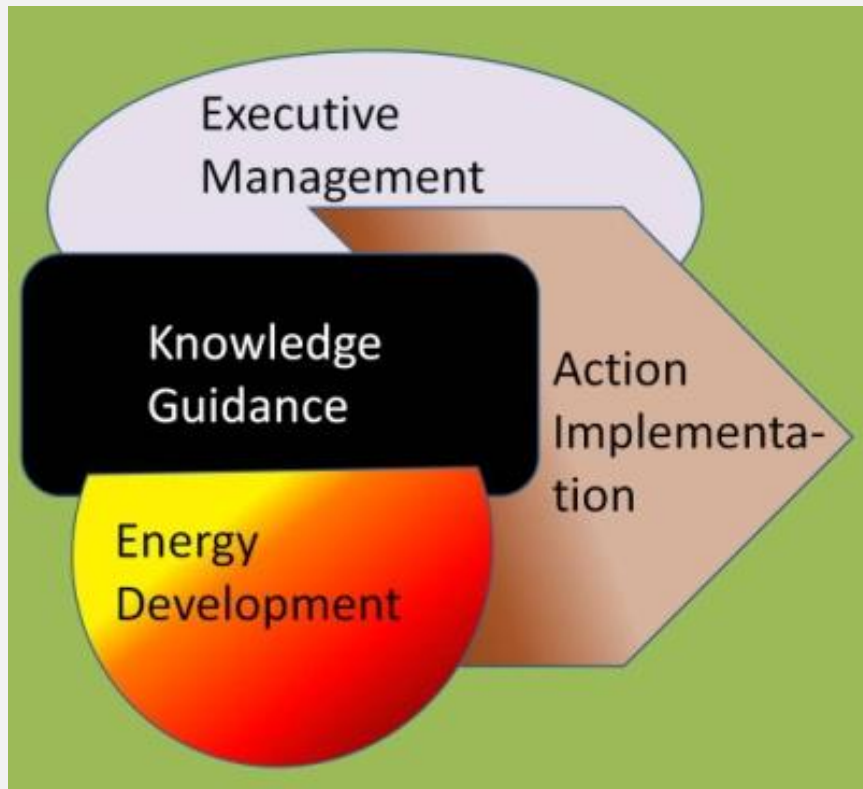


Executive Management

Personality must govern
itself and exert self
management



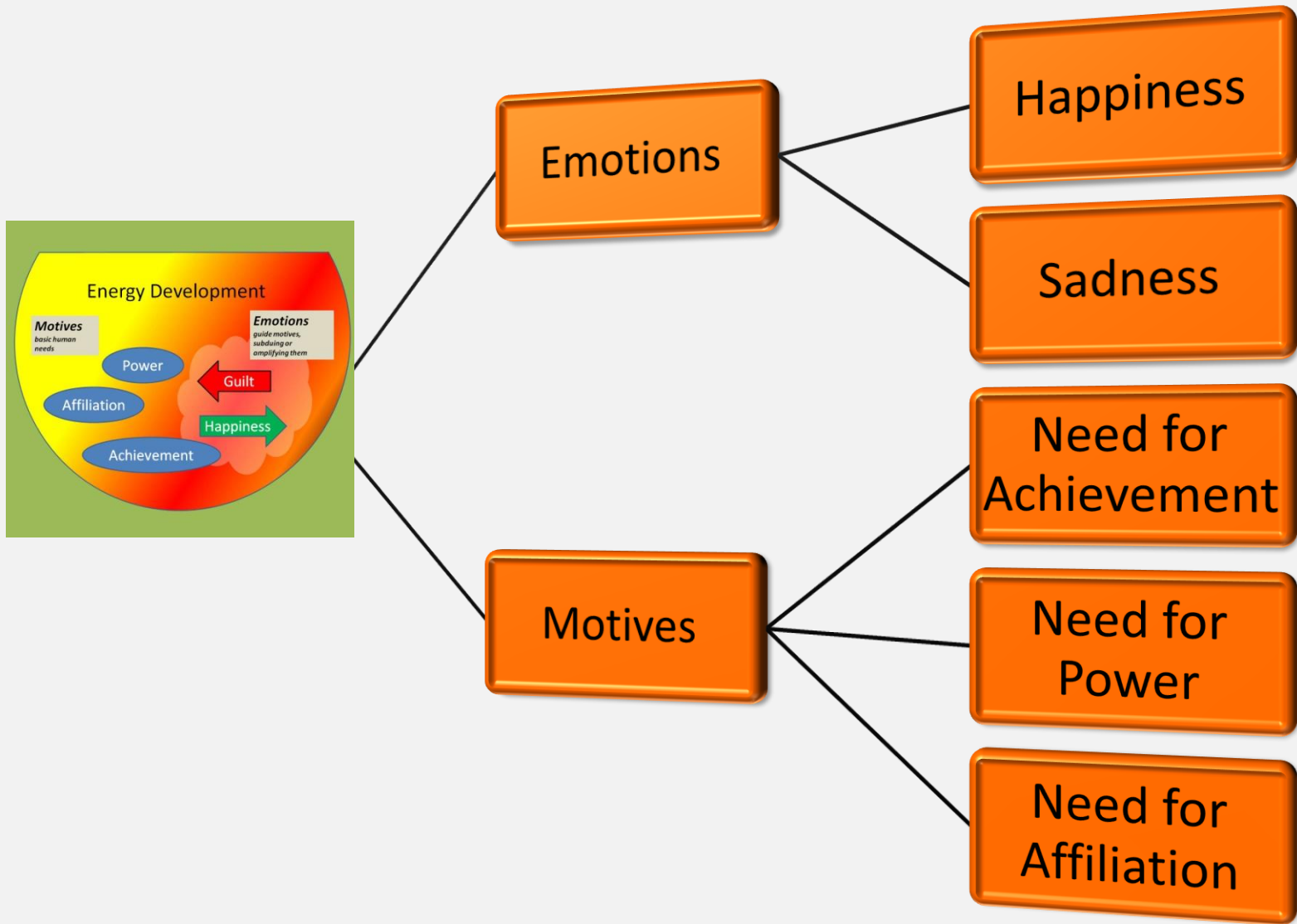
Bases for this Division...



- In a study employing experienced psychological judges, the model to the left organized 98% of 70 personality traits (including intelligences) in a way judges can agree on (Mayer, 2003).
- This was better than any comparable model.

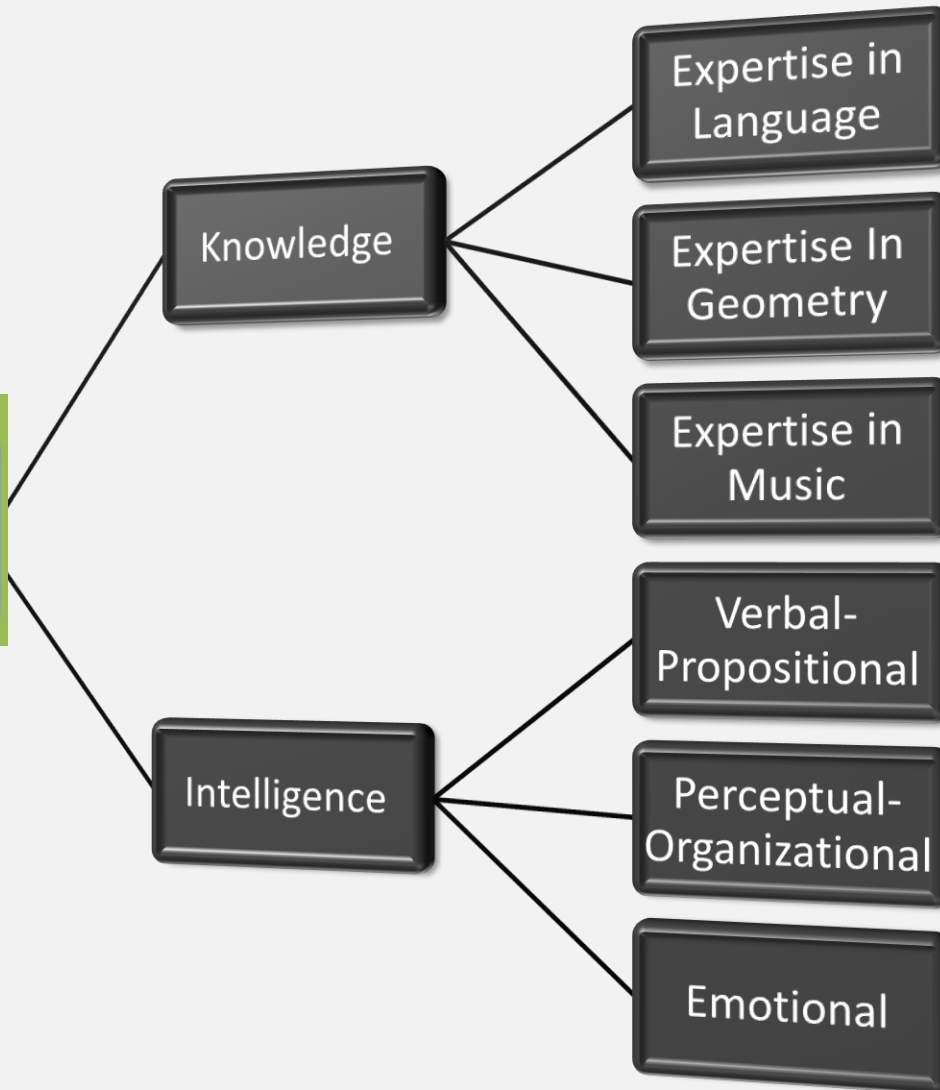
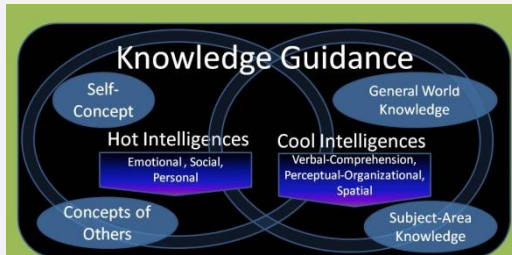
Energy Development

Traits and Qualities



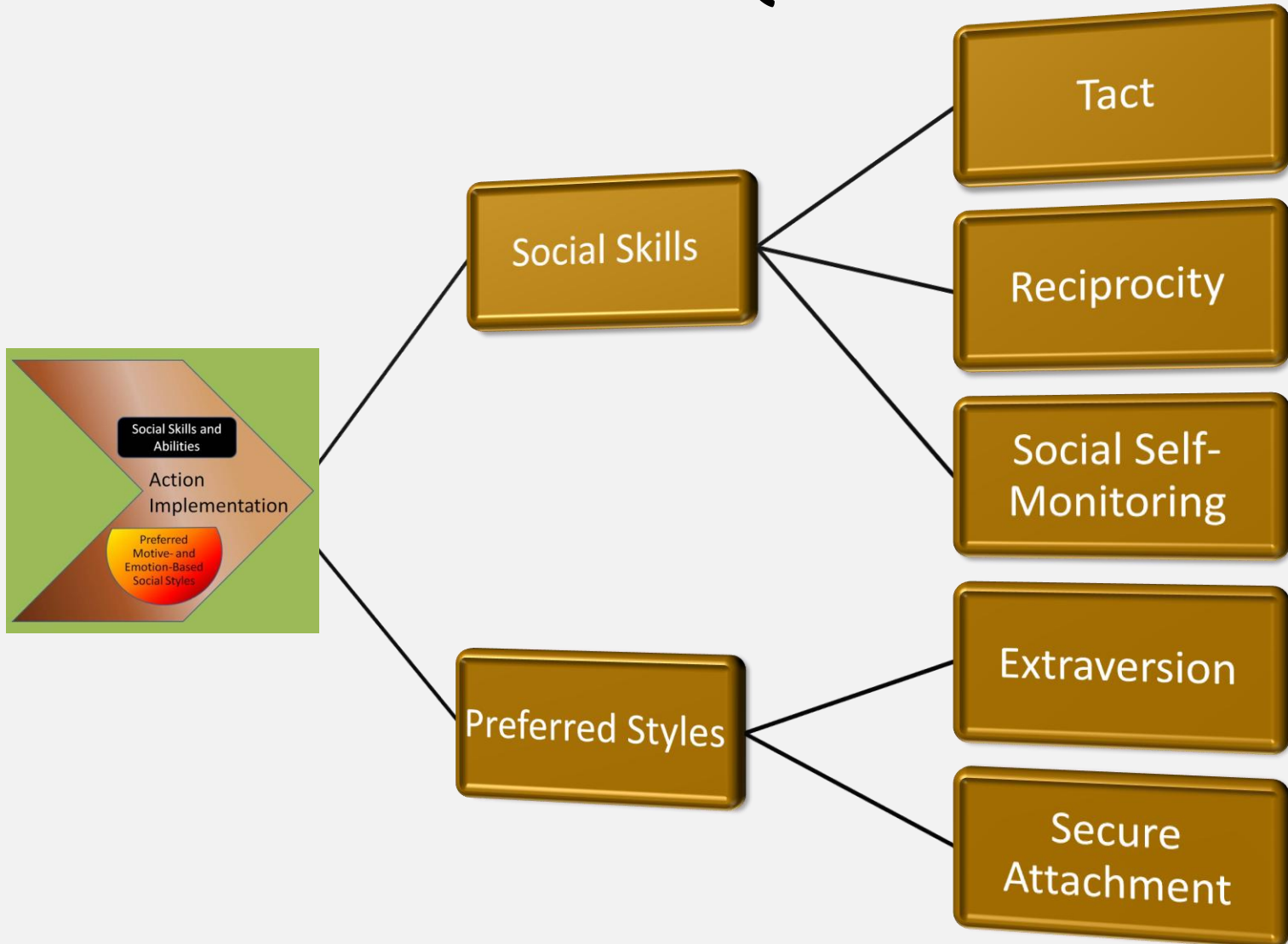
Knowledge Guidance

Traits and Qualities



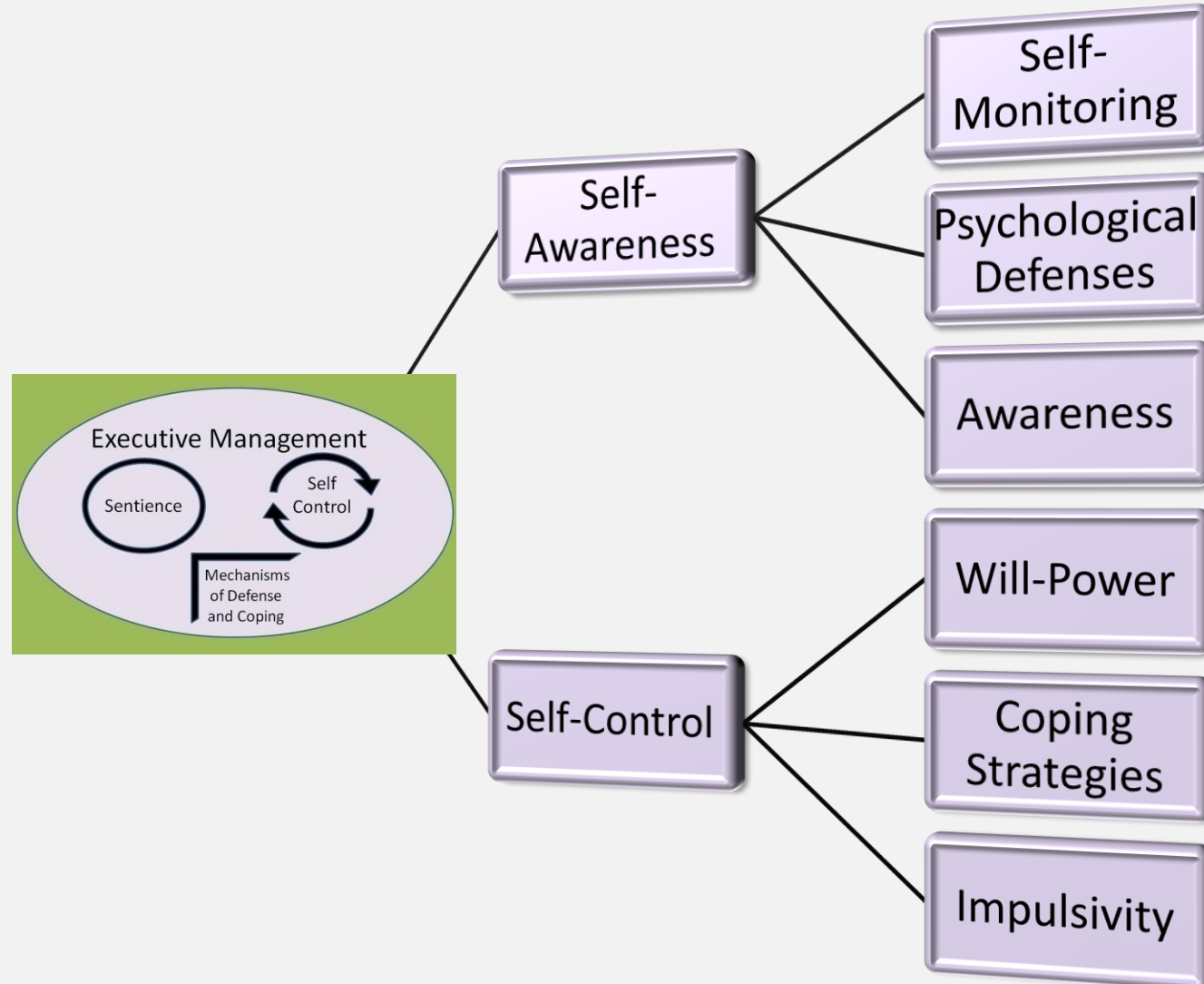
Action Implementation

Traits and Qualities



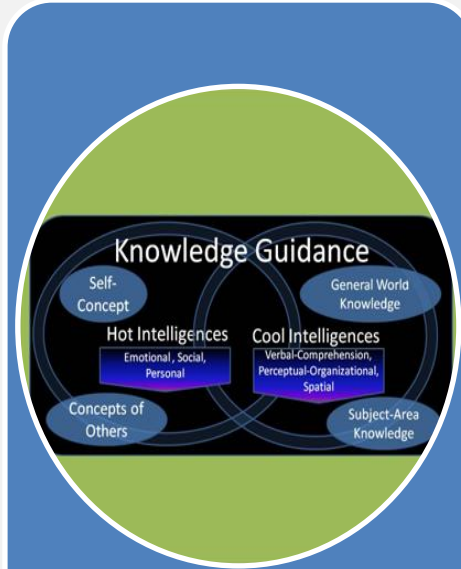
Executive Management

Traits and Qualities

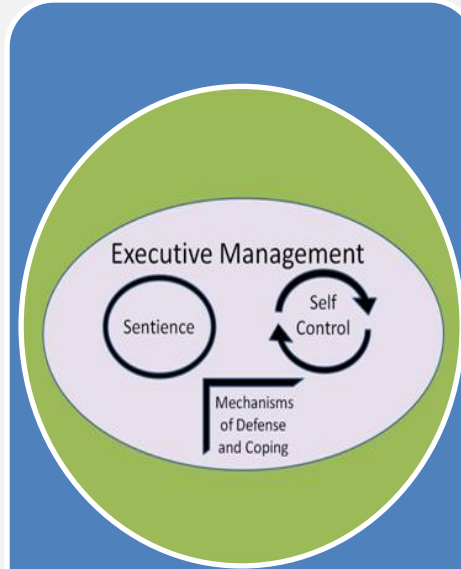




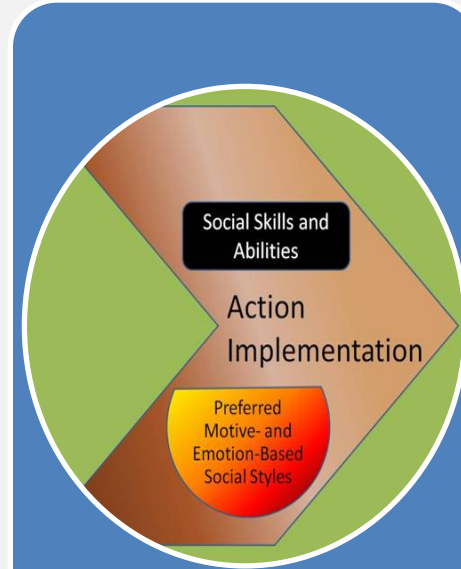
Energy Development



Knowledge Guidance



Executive Management



Action Implementation



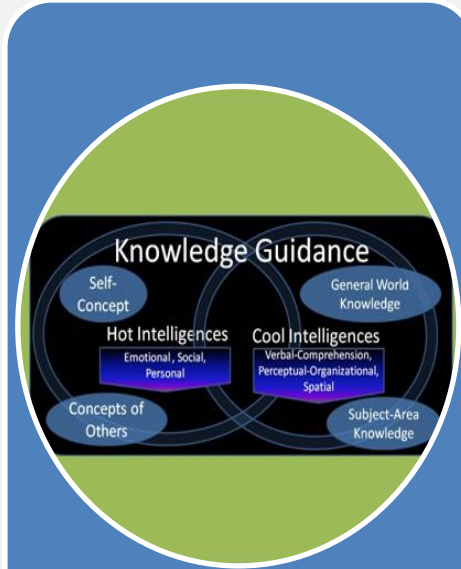
Covers Almost All Traits and Qualities

ISSUES OF THE FUTURE:

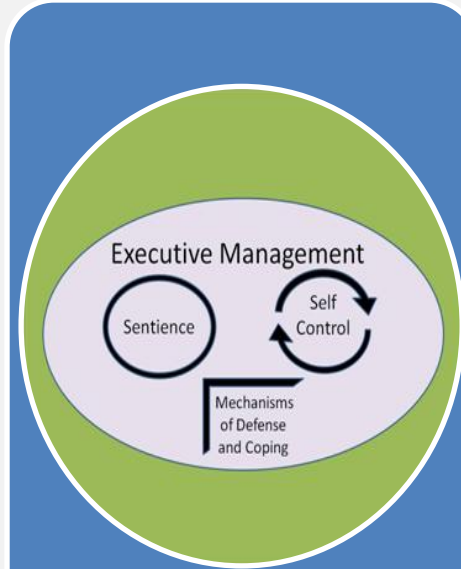
3. TRAINING



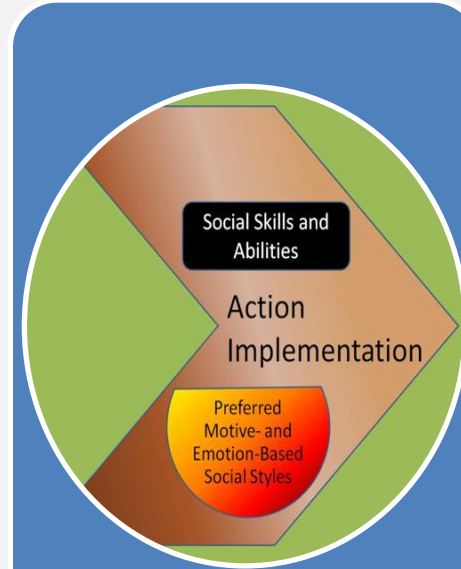
Energy Development



Knowledge Guidance



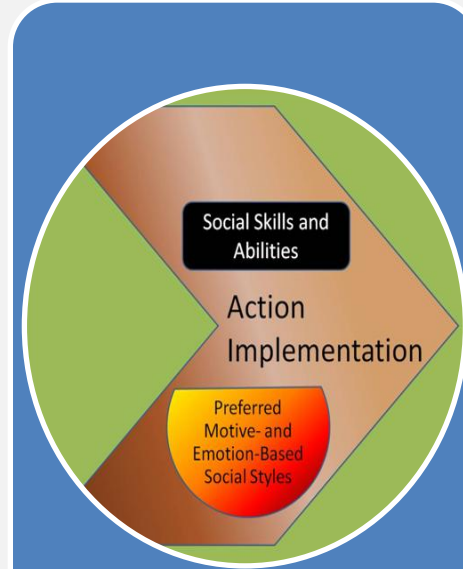
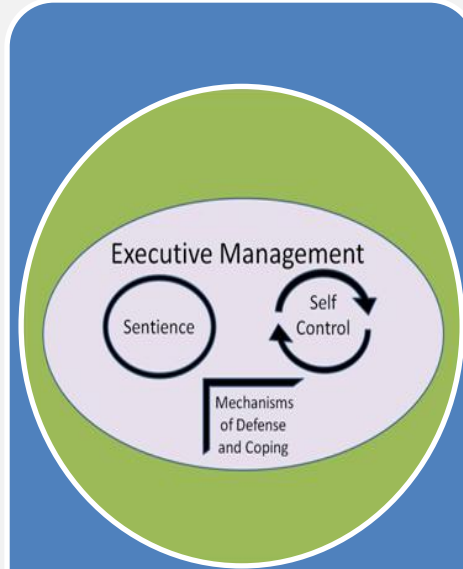
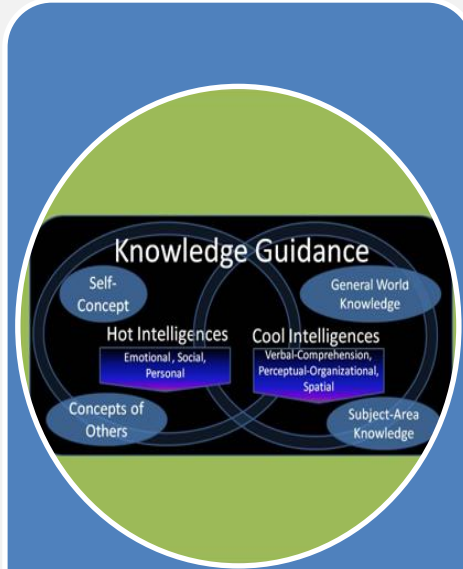
Executive Management



Action Implementation



Organizes Educating Character



Energy Development

Retraining emotions

Habituation

Conditioning

Knowledge Guidance

Teaching emotional information

Reframing situations

Executive Management

Mindfulness

Reducing defenses

Coping strategies

Action Implementation

Role playing

"I statements"

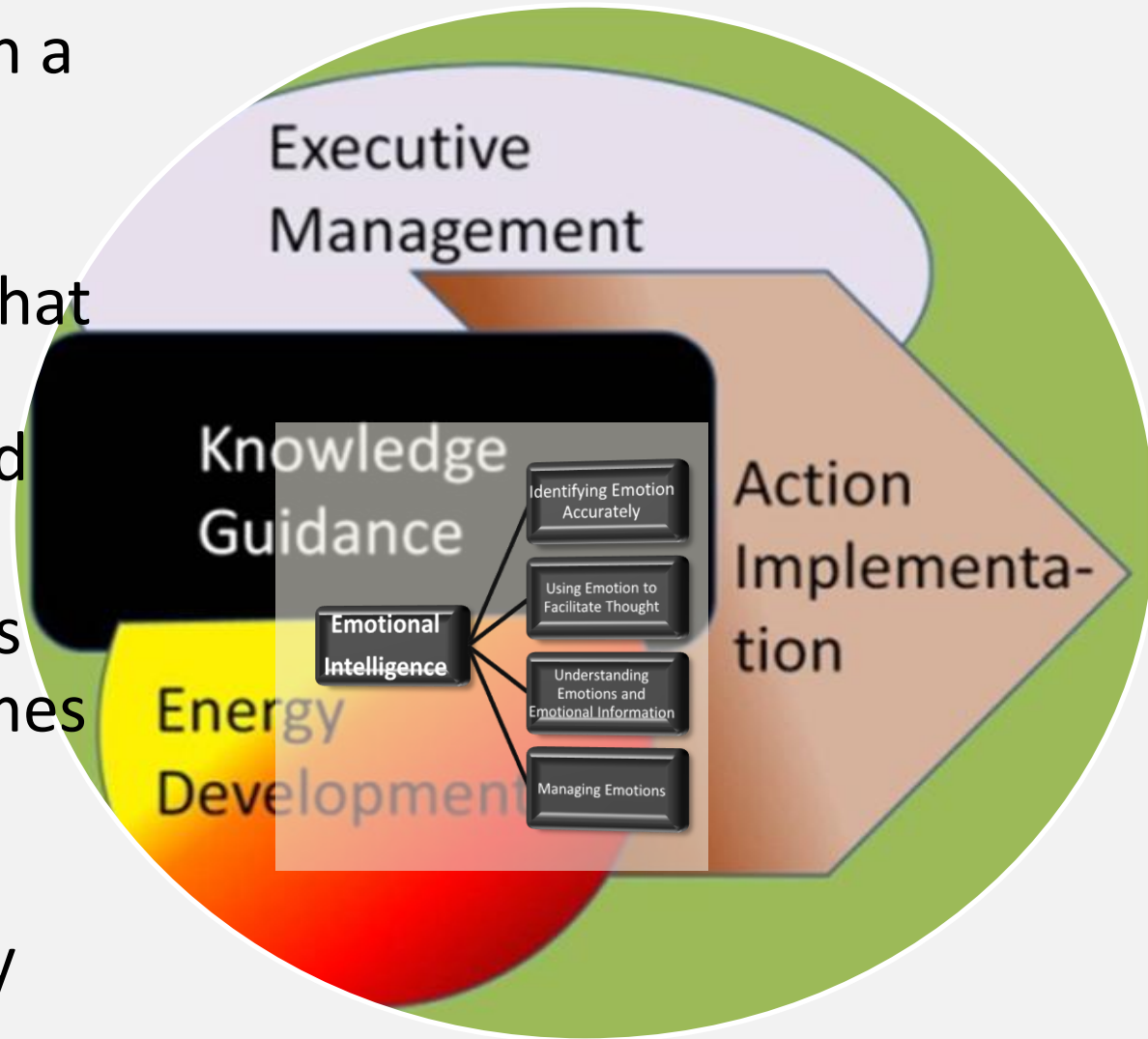
Tact

Social Skills

Psychoeducational Training

What this Means Going Forward...

- We can have both a valid emotional intelligence...
- And talk about what it means to be a whole, well-round person
- We can call things by their right names
- And educate character – using good terminology



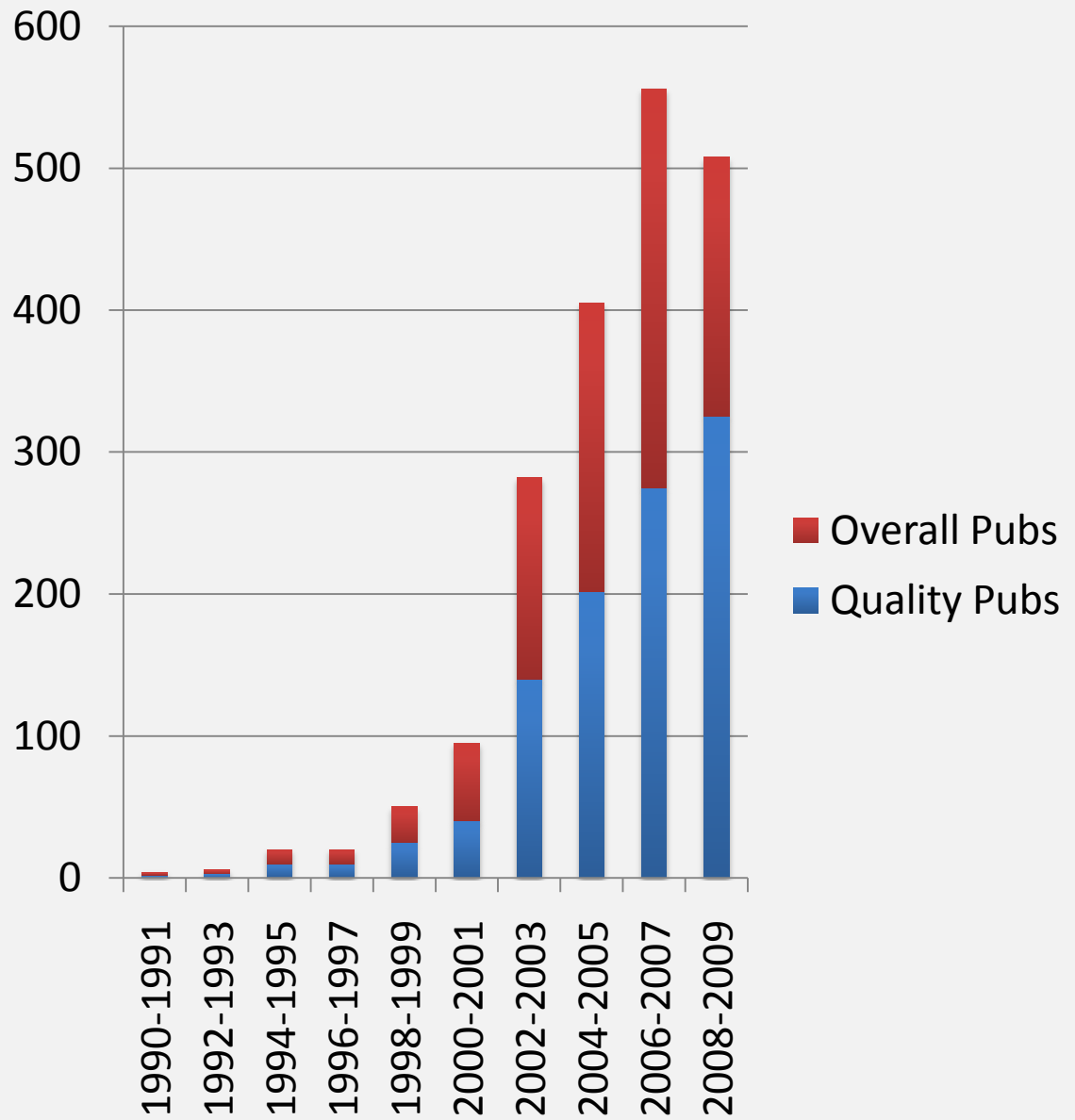
FORECASTS AND CONCLUSIONS

My Forecasts...

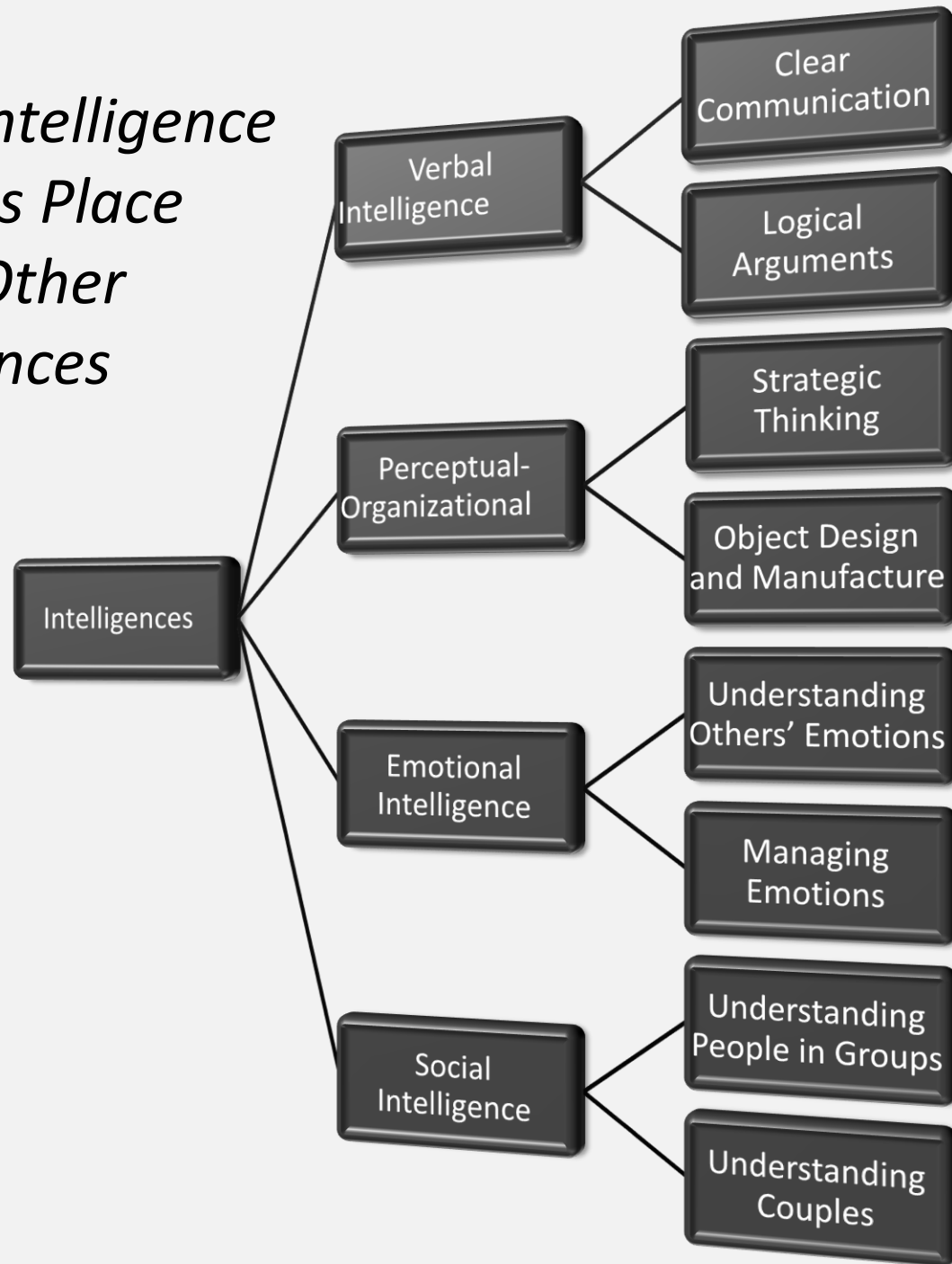
1. Quality research in emotional intelligence (in blue, to the right) will continue to rise

2. Overall research “under the name” of emotional intelligence will level off and perhaps decline slightly.

This already is happening...



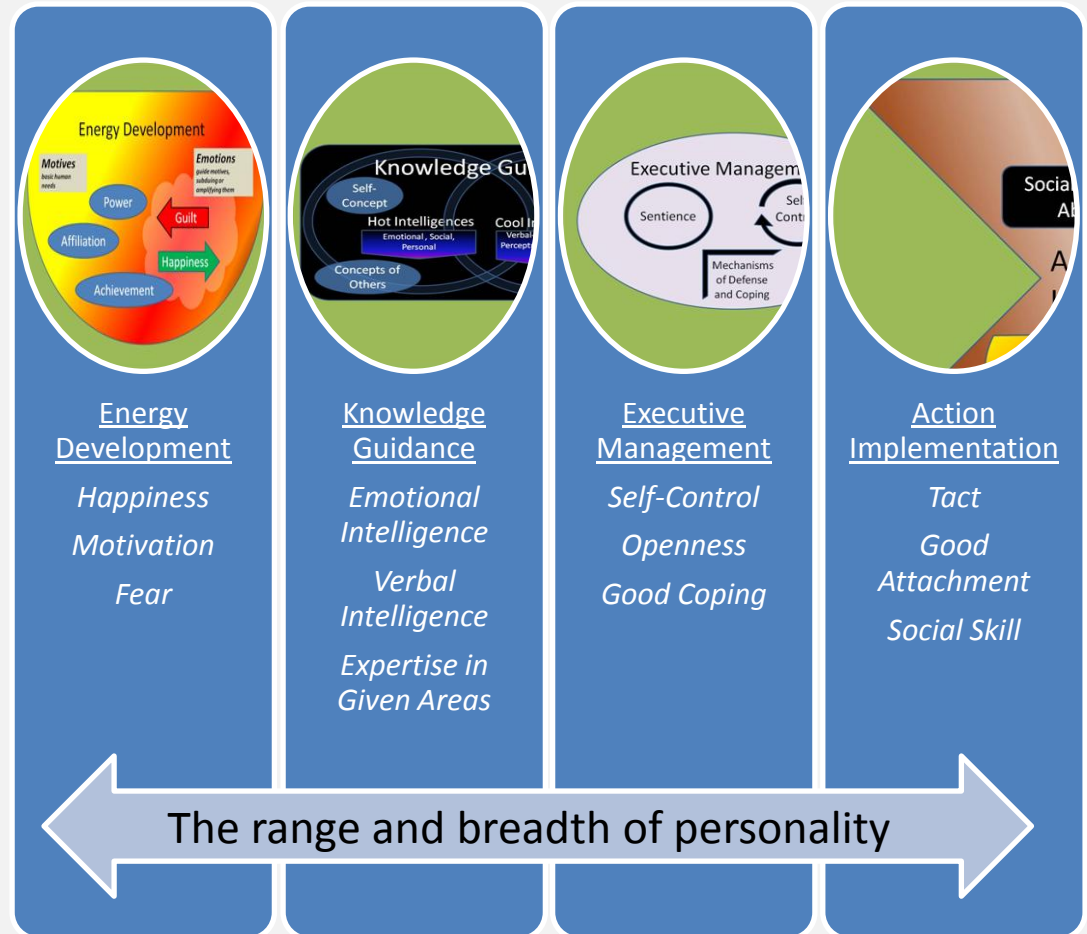
3. Emotional Intelligence Will Take Its Place Among Other Intelligences



Forecasts (Continued)

4. Researchers will increasingly use models of personality to organize multiple variables Including:

- a. emotional intelligence
- b. traits related to emotional intelligence, such as happiness, sociability, etc..



Forecasts (Continued)

5. Educators will increasingly train recognizing they are engaged in overall character development
They will better label their variables:

- a. emotional intelligence
- b. traits related to emotional intelligence, such as happiness, sociability, etc..



Conclusions (Continued)

- That is how I would like to see it anyway
- I think it could lead to a much strengthened field
- And it would direct a lot of positive energy around emotional intelligence today in a very promising direction
- That is my read of emotional intelligence past, present and future...

THANK YOU, IT HAS BEEN A PLEASURE!

My Thanks... It Has Been A Pleasure!

To Learn More:

- Emotional Intelligence:
 - Mayer, J. D., Roberts, R. D., & Barsade, S. G. (2008). Human abilities: Emotional intelligence. *Annual Review of Psychology*, 59, 507-536.
- Personality:
 - Mayer, J. D. (2005). A tale of two visions: Can a new view of personality help integrate psychology? *American Psychologist*, 60, 294-307.
- Contact
 - jack.mayer@unh.edu
 - www.unh.edu/personalitylab