Emotional Intelligence and Beyond: Looking Toward the Future

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Acknowledgements
and Disclosure of Interests

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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

![Bar chart showing publications from 1990-2005.]
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

Intelligences

Verbal Intelligence

Perceptual-Organizational

Clear Communication

Logical Arguments

Strategic Thinking

Object Design and Manufacture
Did We Need an 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

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

- Accessing information sources
- Abstract reasoning with information
- Managing information

Source(s): Sternberg & Detterman, 1982
EI Initially Was Measured as an Ability

...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**

<table>
<thead>
<tr>
<th>e.g., Emotional Expression</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic Analysis of Nonverbal Accuracy 2 (DANVA 2 – AF, AP, POS) -- <em>Nowicki et al.</em></td>
</tr>
<tr>
<td>Japanese and Caucasian Brief Affect Recognition Test (JACBART) -- <em>Matsumoto, Ekman et al.</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>e.g., Emotional Understanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of Emotional Awareness Scale (LEAS) – <em>Lane et al.</em></td>
</tr>
<tr>
<td>Situational Test of Emotional Understanding (STEU) -- <em>MacCann &amp; Roberts</em></td>
</tr>
</tbody>
</table>

**Integrative Ability Models**

<table>
<thead>
<tr>
<th>Multiple Areas (e.g., two or more areas)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Knowledge Test (EKT) – <em>Izard et al.</em></td>
</tr>
<tr>
<td>Mayer-Salovey-Caruso Emotional Intelligence Scale (MSCEIT) -- <em>Mayer, Salovey, &amp; Caruso</em></td>
</tr>
</tbody>
</table>
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.
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

Intelligences

- Verbal Intelligence
  - Clear Communication
  - Logical Arguments
- Perceptual-Organizational
  - Strategic Thinking
  - Object Design and Manufacture
- Emotional Intelligence
  - Understanding Others’ Emotions
  - Managing Emotions
- Social Intelligence
  - Understanding People in Groups
  - Understanding Couples
...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

Motives
- Need for Achievement
- Need for Power
- Need for Affiliation

Emotions
- Happiness
- Sadness
Action Implementation

Traits and Qualities

Social Skills

- Tact
- Reciprocity
- Social Self-Monitoring
- Extraversion
- Secure Attachment

Preferred Styles
Executive Management
Traits and Qualities

- Self-Awareness
  - Self-Monitoring
  - Psychological Defenses
  - Awareness
  - Will-Power
  - Coping Strategies
  - Impulsivity

- Self-Control

Executive Management
Sentience
Mechanisms of Defense and Coping
Self Control
ISSUES OF THE FUTURE:
3. TRAINING
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-rounded 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:

• Personality:

• Contact
  – jack.mayer@unh.edu
  – www.unh.edu/personalitylab