

The Rise of AI makes Emotional Intelligence More Important



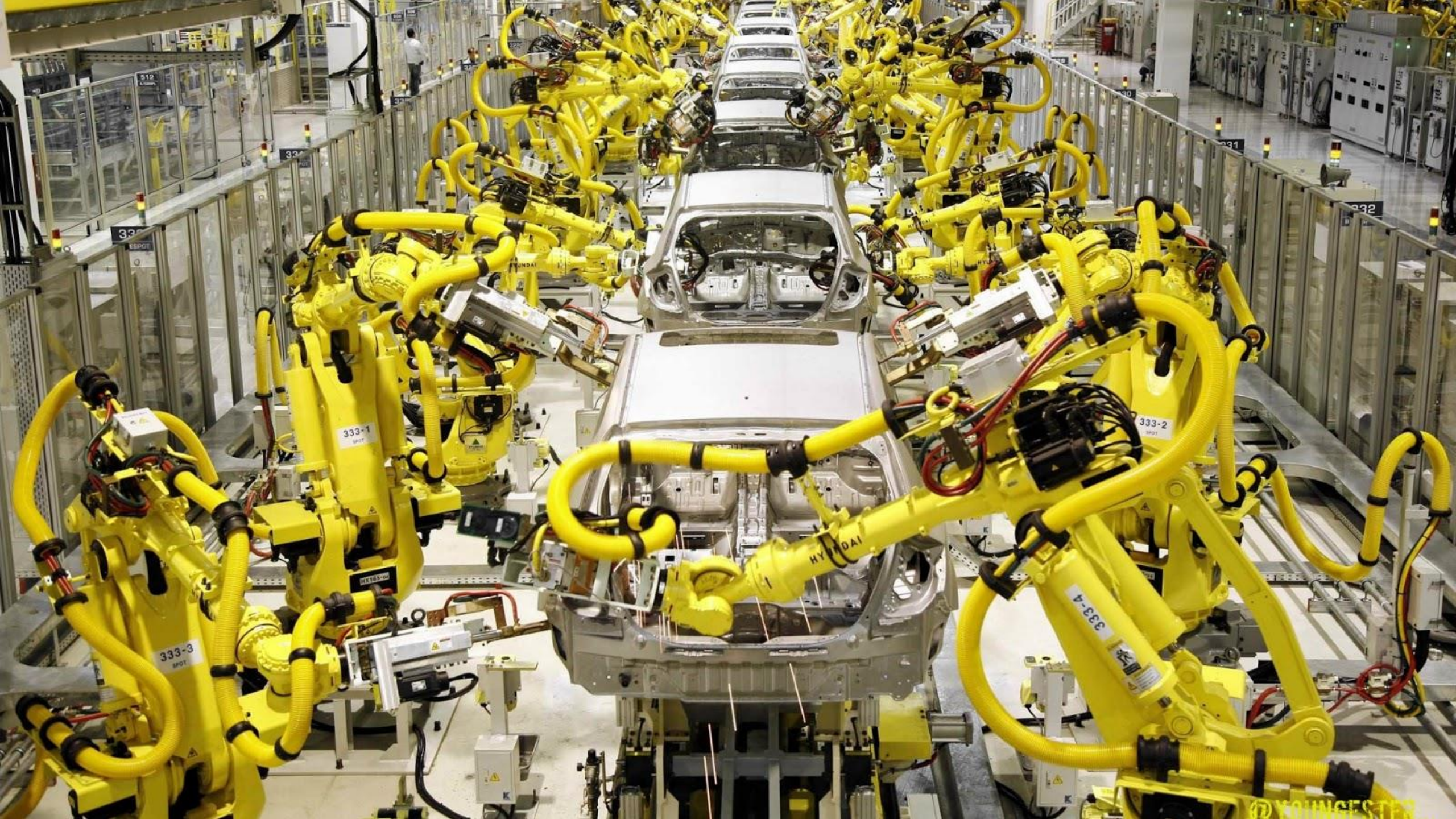
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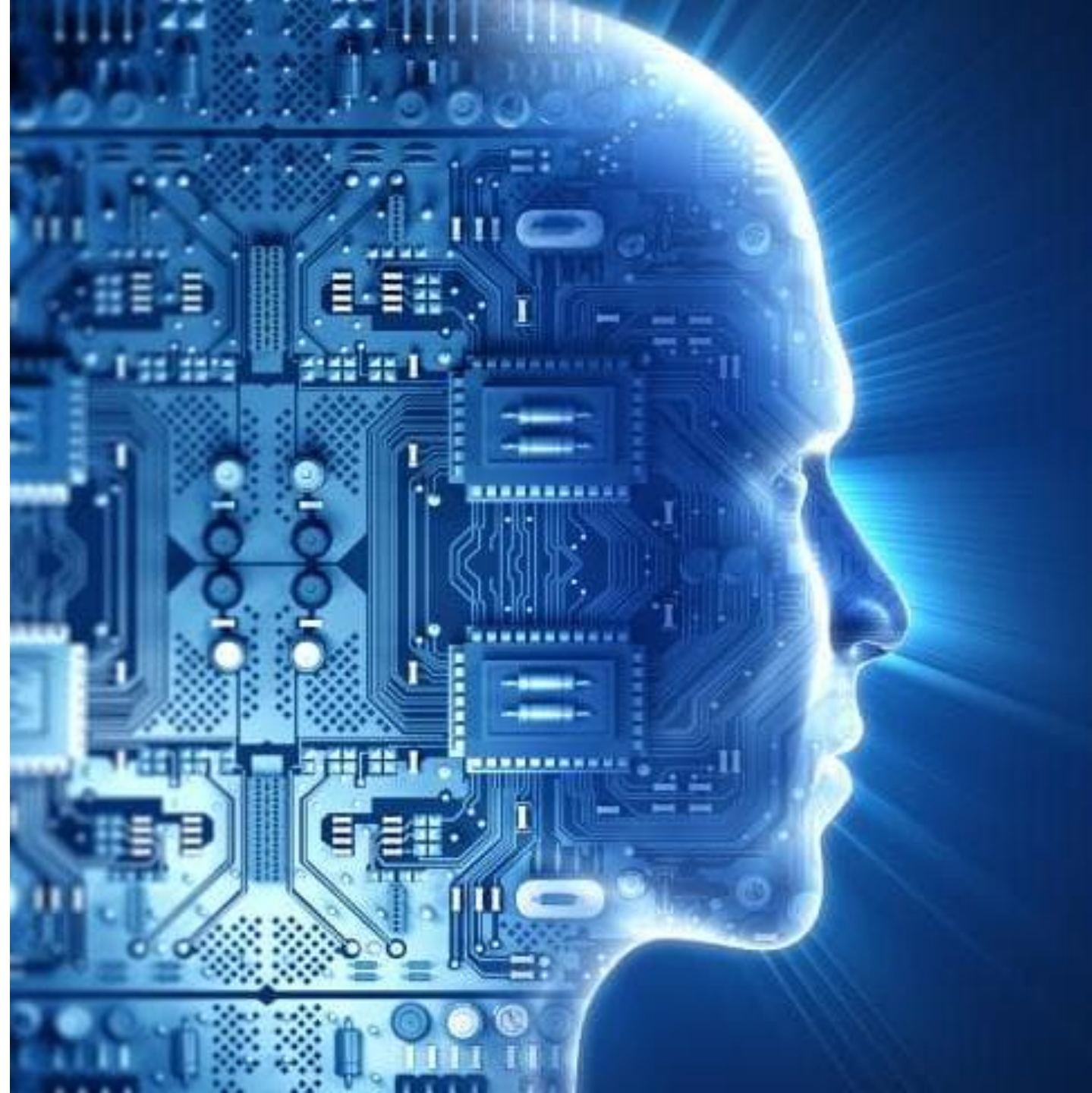
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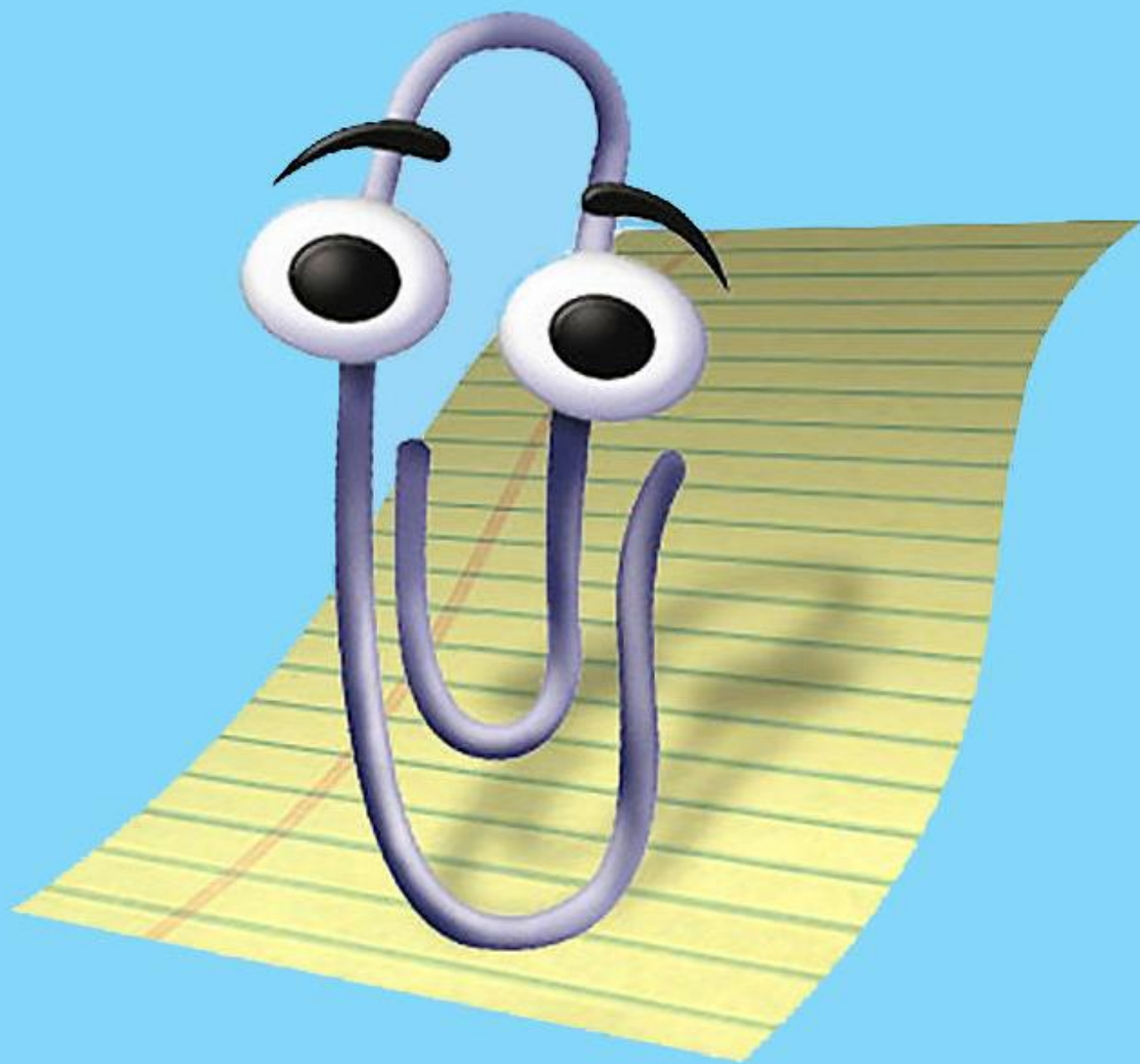
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What machines do:

- Gather data
- Analyze the data
- Interpret the results
- Determine a recommended course of action
- Implement the course of action





Artificial intelligence has trouble replicating:
understanding, motivating, and interacting
with human beings.







Persuasion

Social understanding

Empathy



SOFT Skills



Not a Priority



STEREOTYPES

NEIN!



What you Can Do:

- **Don't fight the progress of technology.**
 - Machine learning and AI have the ability to improve outcomes and lower cost — so don't fight the robots. Welcome the change in your industry and work to make it fruitful and complementary.
- **Examine your own capabilities** interacting with, motivating, and assessing people.
 - Recognize your strengths and weaknesses when it comes to emotional intelligence.
- **Invest in developing your emotional intelligence.**
 - The simplest way is to change your mental model about what is important in your role, and begin focusing on how you can better manage, influence, and relate to others. Or, take it a step further by seeking out training and stretch opportunities.

What is Emotional Intelligence?

The ability to recognize, understand and manage our own emotions and to recognize, understand and influence the emotions of others.



What is Emotional Intelligence?

SELF

OTHERS

Recognition

Self Awareness

The ability to recognize and understand your moods, emotions and drives, as well as their effect on others

Social Awareness

Ability to understand the emotional makeup of other people, skill in treating people according to their emotional reactions (empathy)

Regulation

Self Management

Ability to control disruptive impulses and moods, the propensity to suspend judgement – to think before acting

Social Skills

Proficiency in managing relationships and building networks, an ability to find common ground and build rapport

You can learn and improve your emotional intelligence

- Be mindful
- Manage your negative emotions
- Practice empathy
- Know your stressors
- Bounce back from adversity - Resilience





Thank you!



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