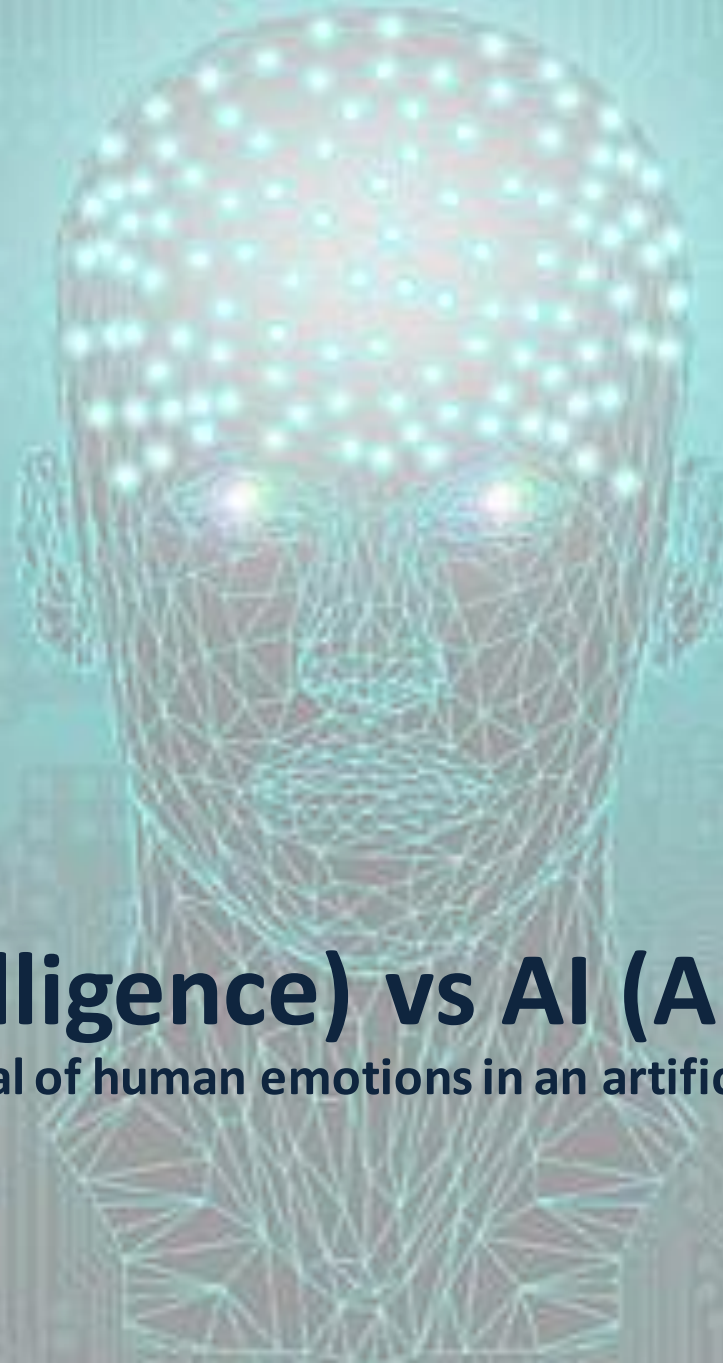




EI (Emotional Intelligence) vs AI (Artificial Intelligence)

exploring the potential of human emotions in an artificially driven virtual world



Disclaimer

I confirm that, the opinions and thoughts discussed in this presentation/paper are subject to my own independent views and are not subject to the opinions of the organization that I represent.

Abstract

One amongst the most advanced level of innovative brilliance rewarded by the human mind to the 21st century is the art of Machine learning and Artificial intelligence. Chasing speed and efficiencies at a pace that is unimaginable, we may have forgotten the basic needs of a human and in turn the resources in the corporate sector that still works on principles and emotions. As leaders in today's world, we may want to think before going with facts to also check on emotions. In this time period of “The Great Resignation” – let us reflect, what motivates people to work with loyalty and integrity. Communication, thinking with the right intention, being a cheer leader and being empathetic are expectations from a leader today. This paper aims to reflect on the changing dynamics of the professional world and suggestions on what we can do better.

Human Psychology within Transformative Technology

Artificial Intelligence

- Driven by Data
- Process Large Data
- Perceive and Predict
- Accurate
- Highly Objective
- Lesser bias

Emotional Intelligence

- Driven by Emotions
- Processes Experiences
- Judges and Decides
- Point in time
- Subjective approaches
- Leaning to personal bias

Leveraging the synergies

Artificial Emotional Intelligence

Recognizing features
Regulating and managing expectations
Proactive approaches driven by preceding data
Handling collaboration and communication

Can this replace the power of a human touch, a strong character, a vision and leadership ?



El being the need in today's world

An age to lead also with the heart !

Authenticity – volume, robustness and significance of data captured

Organizational / Situational Awareness

Multi level networks and relationship management

Competition & conflicts

Coach => Mentor => Build = Growth Mindset

Culture of Innovation & Joy

Emotional Indicator/Reflector I : Communication Effectiveness

Building transparency and trust in communication

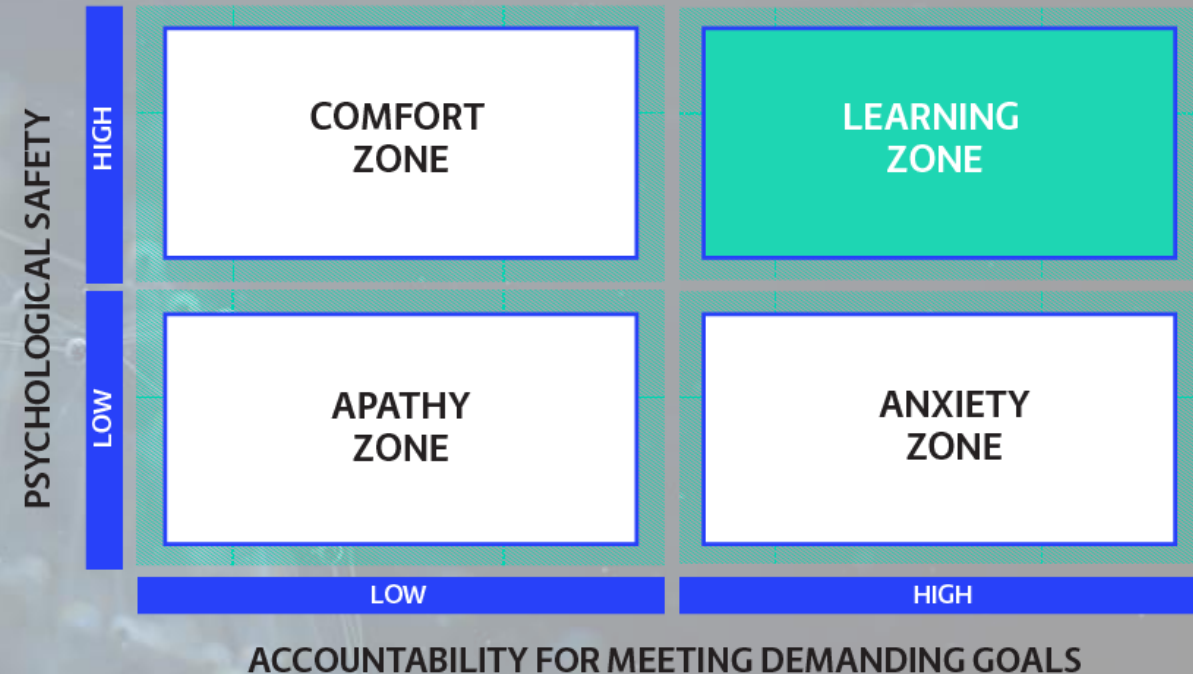
- Contextual Communication
- Approachability and Ownership
- Being assertive versus being authoritative
- Reflecting before responding
- In-person availability
- Expressing Gratitude



Emotional Indicator/Reflector II : Psychological Safety

Creating an environment where colleagues feel empowered and are not judged

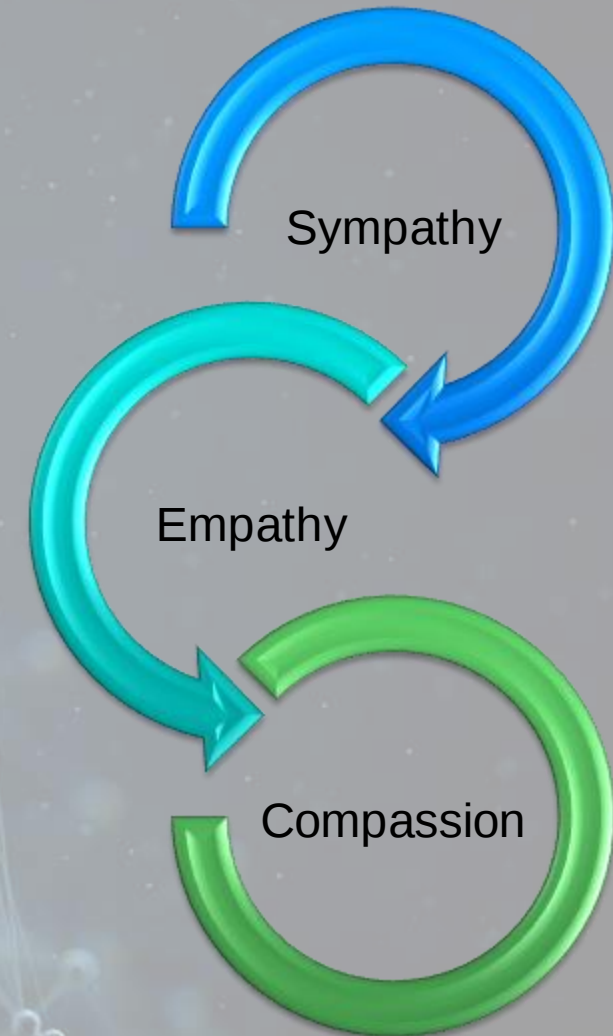
- Communicate with respect
- Empowering leadership and vision
- Clarity of expectations
- Courage to fail and learn from failures
- Acknowledge differences in opinions/thoughts
- Growth in the Learning Zone
- Handling down times and enabling sustainability



Emotional Indicator/Reflector III: Beyond Empathy to Compassion

To strive to move beyond the feeling into action and to support

- Acknowledge and encourage to open up
- An honest intent to listen and then help/support
- Guiding/Coaching to find solutions
- Recognizing changing patterns
- Eagerness to be involved & being part of the story





Perspectives in a nutshell

- Awareness fosters efficiency and better working relationships
- Modulate and Moderate – from one to another situation
- Detachment is advised with deep investments
- Every story, the needs , the expectations are unique
- Culture is a continuous effort with a focus on future

Win the race by working through your emotions...

“

Great leaders move us. They ignite our passion and inspire the best in us. When we try to explain why they are so effective, we speak of strategy, vision, or powerful ideas. But the reality is much more primal: Great leadership works through the emotions.

Daniel Goleman, Richard Boyatzis & Annie McKee, 2013

PositivePsychology.com



Gratitude

- Mentors, Coaches and Leadership at Pfizer and the Pharma World
- Human Resources business partners
- Teams/Peer learning Groups
- Training - The Bader Group
- Workstream Coordinators and PhUSE US Connect 2023

References & Recommendations

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- Head, Heart, and Guts: How the World's Best Companies Develop Complete Leaders -David L. Dotlich, Peter C. Cairo, Stephen H. Rhinesmith
- Emotional Intelligence: Why it can Matter More than IQ
- Can AI Teach Us How to Become More Emotionally Intelligent? by Daniel Limon & Bryan Plaster.
- The Fearless Organization, by Amy Edmondson (2019)



Thank you for the opportunity!

