



SDSU Student Accounting Society

[Lindsay and Brownell - Emotional Intelligence in the Workplace]

October 22, 2020

Presenters: Chloe Baird (HR; Recruiting), Chris Lopez (Senior Manager, Assurance), Adriana Kaplan (Tax Manager)

Presentation:

- L&B
 - 75 employees
 - 1992 founding, Steve Brownell and Mark Lindsay
- Soft Skills, Emotional Intelligence
- You might look good on paper, but how does that translate to the workplace?
 - EQ is so important
 - Takes someone from good to great
 - EQ -- Set of skills
 - Intangible
 - You mental/emotional state
 - Do you have the soft skills necessary
 - Reasons for failure
 - Coachability (26%)
 - Managing emotions (23%)
 - Lack motivation (17%)
 - Poor self-awareness (15%)
 - Lack of technical skills (11%)
 - Soft skills can be taught and invested in
- EQ services
 - More productivity in medium and high complexity jobs
 - EQ competencies are $\frac{2}{3}$ of improvement factors
 - COgnitive skills
 - Realize importance of managing people when you move up
 - Managing emotions can be difficult
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- Top 10 EQ skills
 - Self-awareness
 - Self-control
 - Social skill
 - Motivation

- Empathy
- Stress Tolerance
- Flexibility
- Self-Awareness
 - Who am I
 - How someone understands their own feelings, behaviors, and emotions
 - In touch with how you are perceived by others
 - Aware of strengths and weaknesses
 - Recognize how feelings affect you, others, and job performance
 - Candor and sense of humor about yourself
 - Learn how to improve
 - Humor can help with busy season
 - Realistic self-confidence
- Self-Control
 - Ability for person to manage their impulses to not to say/do inappropriate things even when the urge is strong
 - Thinking before acting
 - Considering the negative consequences of impulse behavior
 - Manage feelings constructively rather than allowing them to dominate and undermine performance
 - Dealing with ambiguity well
 - Professional world is not the best situation to respond on instinct
 - Take care when expressing strong opinions in the professional world
 - Think: Positive or helpful
- Empathy
 - Being able to read the emotional needs of another and respond to them in a way that is most appropriate
 - Recognizing that message may need to be framed differently depending on the audience
 - Initiating effective collaboration by understanding the emotional makeup of participants
 - Considering others' feelings, along with other factors, in your decision making
 - Selection of the most appropriate communication
 - You may not know what is going on with the client
 - Know your audience and how they'd best respond
- Stress Tolerance
 - Ability to handle stress levels coming from multiple sources
 - Handling high levels of stress without losing productivity or effectiveness
 - Transitioning to work life -- Working for 8+ hours straight
 - Ability to think and speak clearly in emotionally charged situations
 - Dealing with a hostile person without lashing out in return
 - Staying composed and positive even in trying moments
 - Stress can impact communication

- More irritable
- Department choices
 - Chris (Audit)
 - Interned at L&B when it was mainly tax
 - Loved tax and people
 - Interned at Big Four in audit
 - Heard what it was like, but didn't know
 - Found that travel and observation in natural environment was more natural
 - Helped grow audit practice
 - Adriana (Tax)
 - Talking to clients a lot
 - Not travelling to clients as often
 - Will visit older clients
 - Didn't take audit until second semester in senior year
 - Class experience doesn't help very much with choice
 - Winged it
 - Chose tax and hoped for the best
 - If you have an opportunity to do internship in both, do it
 - Audit class is nothing like the audit you do in the real world.
 - You can choose one and switch
 - You've got to be likeable
 - Chloe (HR)
 - Any internship is a good one
 - Get experience

Questions:

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