A Robot Who Laughs at Your Emotional Intelligence

Knock, Knock Jokes

2019 Learning Design Summer Camp

Alicia Swaggerty, Instructional Designer

Veronica Terrill, Multimedia Specialist
WHAT is Emotional Intelligence?

e·mo·tion·al in·tel·li·gence

noun

noun: emotional intelligence

the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

https://www.dictionary.com/browse/emotional-intelligence
WHY is EQ Essential?

Emotional intelligence (EQ) is like oil in the engine—without it, the parts clunk and stick and break. With EQ, teams have the skills to more deeply understand one another, solve problems, and achieve unprecedented performance.

Simple formula:

• Emotions Drive People.
• People Drive Performance.

https://www.6seconds.org
If I had a mouth, I’d be yawning.
A Robot Who Laughs at Your Emotional Intelligence
Knock, Knock Jokes

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Ha ha.
RADIO PLAY TERRIFIES NATION

The Capital Parade
Lehman Expects Poletti Victory

By JOSEPH ALDRIGE and ROBERT KINZER
WASHINGTON, Oct. 31.—In the excitement of the New York campaign, the meaning of Herbert Lehman's price for winning again has seemed general attention. The public event with the usual New York Democrats called only for Charles Poletti's nomination as Lieutenant Governor. But his private exposition is that Poletti will also be his candidate when the time comes.

BILLY BINGWELL and LEE GRIFFIN
Winchesters pass proud of their "pintless" harvest.

Police, Youth Groups Plan Safer and Saner Halloween

3 FIRES SET IN SO. END HOTEL
52 Guests, Employees Held In Darkness as Police Hunt Incendiary

Fifty-two guests and all employees were held virtual prisoners behind the locked doors of Hotel Lafayette, South End, for instance last night while police hunted through the rooves and halls of the damaged building in a feeling.

Three fires were set on different floors of the hotel and the main electric light line into the building was put out of commission between 7:20 and 8:25. At 11 o'clock the hotel was still in darkness, with guests and hotel employees lauded in groups in the corridors of the building.

Electric light service was restored before midnight.

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PATROl WAGON, AUTO CRASH

Mars Invasion Thought Real

Hysteria Grips Folk Listening in Late

Many Fear World Coming to End

Mystery Veils Fatal Injuries

POLICE, BRIDAL AUTOS IN CRASH

To Wife of Research Worker

TEN PERSONS WERE INJURED ON MURDOCK ST., BRIGHTON.
Our mission is to provide the Penn State educational experience to anyone, anytime — focusing on convenience, flexibility, and quality in delivering accredited degrees and certificates online.

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- Committing to Excellence
- **Engaging our Students**
  - Serving a Diverse World
  - Creating Economic Impact
  - Capitalizing on Technology
  - Supporting Educational Access
Mission and Vision
How Humans Learn
How AI Learns
**The Fourth Industrial Revolution**

“Five years from now, over one-third of skills (35%) that are considered important in today’s workforce will have changed”

<table>
<thead>
<tr>
<th>2020</th>
<th>2015</th>
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<tbody>
<tr>
<td>1. Complex Problem Solving</td>
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<td>2. Critical Thinking</td>
<td>2. Coordinating with Others</td>
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<td>3. Creativity</td>
<td>3. People Management</td>
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<td>5. Coordinating with Others</td>
<td>5. Negotiation</td>
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<td>6. Emotional Intelligence</td>
<td>6. Quality Control</td>
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<td>7. Judgment and Decision Making</td>
<td>7. Service Orientation</td>
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Source: Future of Jobs Report, World Economic Forum

**OFFICE OF THE VICE PRESIDENT FOR INFORMATION TECHNOLOGY**

“Overall, social skills – such as persuasion, emotional intelligence, and teaching others – will be in higher demand across industries than the narrow technical skills, such as programming.”

- World Economic Forum, 2016

**AI: The Fourth Industrial Revolution**
AI and Human Input

Mobile first to AI first
Personalize Humanize Education
Robots will be laughing?

Can computers one day understand emotions? New patent paves the way

James Wang and Reginald Adams discussing a new patent that takes the next step in computer learning techniques in the hopes that computers can one day understand the complex realm of human feelings.

IMAGE: JESSICA SALLURDAY
When did EQ emerge?

2,000 years ago: Plato

1987: John Mayer & Peter Salovey

1990: Daniel Goleman

1997: Richard Boyatzis

When did EQ emerge?
EQ: Daniel Goleman
EQ > IQ

EQ is responsible for
58% of your job performance

90% of top performers have high EQ

People with high EQ make $29,000 more annually than their low EQ counterparts

$29,000
**Instructional Design**

Design and develop informal and formal learning solutions using a variety of methods.

Be able to:
- Conduct a needs assessment.
- Identify appropriate learning approach.
- Apply learning theory.
- Collaborate with others.
- Design a curriculum, program, or learning solution.
- Design instructional material.
- Analyze and select technologies.
- Integrate technology options.
- Develop instructional materials.
- Evaluate learning design.

**Coaching**

Apply a systematic process to improve others' ability to set goals, take action, and maximize strengths.

Be able to:
- Establish coaching agreement.
- Establish trust and intimacy with the client.
- Display coaching presence.
- Demonstrate active listening.
- Ask powerful questions.
- Use direct communication.
- Create awareness.
- Design learning opportunities.
- Develop goals and plans.
- Manage progress and accountability.
- Meet ethical guidelines and professional standards.
“An emotional and social competency is a learned capacity, based on emotional intelligence, which contributes to effective performance.”

Improve Your EQ
Who's Our Audience?
Fact: 43.8 million adults experience mental illness in a given year.

1 in 5 adults in America experience a mental illness.

Nearly 1 in 25 (10 million) adults in America live with a serious mental illness.

One-half of all chronic mental illness begins by the age of 14; three-quarters by the age of 24.

Drive: Instructional Technology vs. Educational Psychology
The incorrect use of color on a web page can negatively affect all users.
Universal Design for Learning Guidelines

AFFECTIVE NETWORKS:
THE WHY OF LEARNING

Engagement
For purposeful, motivated learners, stimulate interest and motivation for learning.

RECOGNITION NETWORKS:
THE WHAT OF LEARNING

Representation
For resourceful, knowledgeable learners, present information and content in different ways.

STRATEGIC NETWORKS:
THE HOW OF LEARNING

Action & Expression
For strategic, goal-directed learners, differentiate the ways that students can express what they know.

EQ = The WHY of Learning
"Coaches who are great motivators know that they do not motivate clients. Instead they create the conditions or the climate in which clients motivate themselves."

(Martens, 2012)
Communication = Content + Emotion
The Power of Story

Story is **22** times more memorable than facts alone.
Show Personality Through the Interface
Lesson 1
Under the Cold War’s nuclear threat, the U.S. military needed ways to communicate that the Russians couldn’t infiltrate. Radio signals could be jammed, documents intercepted—but, uniquely, machines called computers “talked” across a network, giving research agency ARPA a new avenue to explore. Though initial attempts failed, the intriguing concept remained, expanding into a global network with vast possibilities: the Internet.

The Situation and the Story

We had an incident in 48 yesterday. I was checking with staff to make sure everyone’s liability insurance was current, just in case.

Um... hmmm? I am pretty sure I am up-to-date. But, I did get some paperwork from our insurer a while ago, I...um... just didn’t open it.

Can you check on this right away Ben, and let me know as soon as possible? We may have tremendous exposure because of what happened.

I’ll call right now. Sorry I don’t have my liability insurance status for you. I’ll make sure I know it from now on.
Homepage Redesign
Set a Positive Mood for Creative Thinking
BP is 60/40, respirations are 12 and shallowed. Apical beat is 50.
You look at the monitor and see the following rhythm. What rhythm is it?

- Ventricular tachycardia
- Lack of pacemaker capture

Watching the Videos on Mobile Devices and With a VR Headset
1. Make sure that your Canvas and YouTube Apps on the smartphone are updated.
2. Access the course through the Canvas app, then go to course page with the 360 video(s).
3. Select the video link and turn up the sound. YouTube app should launch with the video.
   - Physical Arrangement: Clusters
   - Physical Arrangement: Semicircles
4. Select the Cardboard icon.
5. Prepare your headset and place your phone in the viewer.
6. Adjust the headset lenses and strap as necessary.

Include Delighters
Support Engagement and Flow
Gauge Interest, Attitude, Knowledge
ePortfolios
EQ: Student to Instructor

- Video hooks
- Announcements
- Zoom
- Orientation

- Learning analytics
- Artificial intelligence
- UCoach
- One Lion Squad
• Images
• Design boards
• Narrative banners
• Homepage
• Storytelling
• Survey/poll
• Branching

• Video; drones
• VR; AR; mixed reality
• Wiki; journaling
• Portfolio
• Gaming; SIMs
• Badging (micro-certification)
• Case study

EQ: Student to Content
• Intro discussion
• Peer review
• Groupwork

• Role play
• Discussion
• Reflection
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou
Questions?
References


- Berenson, R., Boyles, G., & Weaver, A. (2008). Emotional Intelligence as a Predictor of Success in Online Learning. The International Review of Research in Open and Online Learning, 9, No. 2. https://doi.org/10.19173/irrodl.v9i2.385


