

# Professional Culture, Emotional Intelligence, and the Emotional Process Model

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## Abstract

Emotional intelligence (EI) is the ability to recognize and regulate emotions both within yourself and within others (Goleman, 1995). Culturally tuned EI (CTEI) takes into account cultural filters (Herkenhoff, 2006) within the emotional process model (Druskat & Wolfe, 2001). National and organizational cultural filters have been more thoroughly explored in the literature than professional culture filters. This paper presents initial results on professional culture through self-report data, situational analysis data, quantitative dimensional survey data and hierarchical linear modeling data.

The first step in understanding the role of professional culture as a filter in the CTEI construct is to be able to measure it in a way that demonstrates relative differences between professions. The first part of this research attempts to define professional cultures for K-12 teachers, professors, accountants, airline pilots, airline attendants, scientists, sales professionals, and professional athletes. These particular professions were selected based on access and initial exploratory results (Herkenhoff, 2006) that indicated comparative differences may exist between these professions.

In the process of measuring professional culture a temporal factor was identified between professional culture and organizational culture. In the sample of professors, professional culture seems to slowly make room for organizational culture over time. Earth scientists, on the other hand, tend to retain their professional culture over time with minimum influence from organizational culture, suggesting a weak to non-existent temporal factor.

This study concludes that differences in professional cultures can be demonstrated qualitatively through self-report data and quantitatively through cultural dimensions.

Professional culture is an important source of information that should be taken into account when culturally tuning emotional intelligence. Through better understanding of professional culture, we may be able to more accurately manage and integrate groups of employees in an emotionally intelligent manner.