

Emotional Intelligence

Emotional intelligence (EI), emotional leadership (EL), emotional quotient (EQ) and emotional intelligence quotient (EIQ), is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goals.

Emotional intelligence refers to the ability to identify and manage one's own emotions, as well as the emotions of others.

Emotional intelligence is generally said to include at least three skills: emotional awareness, or the ability to identify and name one's own emotions; the ability to connect those emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

The Four Components of Emotional Intelligence

There are four fundamental aspects of EI (as measured by the Emotional Competence Inventory, published by The Hay Group): Self-Awareness, Self-Management, Social Awareness, and Relationship Management.

Self-Awareness

This is how aware you are and how accurately you can assess your emotions. Most of us are so busy with the daily grind that we rarely take a step back and think about how we're responding to situations and how we come across. The other source of self-awareness is recognizing how others respond to us. This is often challenging because we tend to see what we want to see. And we tend to avoid the uncomfortable action of asking others for feedback.

To grow in your self-awareness, consider building time for reflection into your day. Also consider getting into the routine of collecting specific feedback from people who will be honest and whose ideas you value. A large study that compiled thousands of data points found that leaders who sought out negative feedback were much more self-aware and effective than those who sought out positive feedback.

Self-Management

Self-management is your ability to control your emotions. This component also includes your transparency, adaptability, achievement, and optimism. A key factor is whether you react or respond to situations. Answer these questions:

When you get an irritating message, do you write back right away?

Do you sometimes find yourself regretting how you handled yourself, wishing that you had been more calm and composed?

Do you lose patience or rush others?