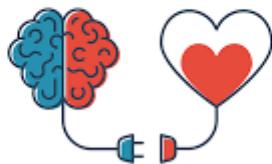


Emotional Intelligence



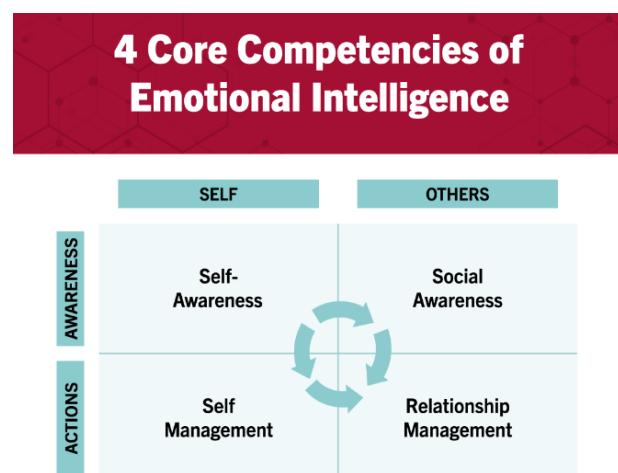
What is Emotional Intelligence?

Emotional intelligence is the ability to understand, perceive and manage one's emotions wisely as well as recognize and influence the emotions of those around you. The term was first coined in 1990 by researchers John Mayer and Peter Salovey but was later popularized by psychologist Daniel Goleman.

THE FOUR COMPONENTS OF EMOTIONAL INTELLIGENCE

Emotional intelligence is typically broken down into four core components:

1. Self-awareness
2. Self-management
3. Social awareness
4. Relationship management



1. Self-Awareness

Self-awareness is at the core of everything. It describes our ability to not only understand our strengths and weaknesses, but to recognize our emotions and their effect on us and your team's performance. To bring out the best in others, we first need to bring out the best in ourselves, which is where self-awareness comes into play.

2. Self-Management

Self-management refers to the ability to manage our emotions, particularly in stressful situations, and maintain a positive outlook despite setbacks. Leaders who lack self-management tend to react and have a harder time keeping their impulses in check. A reaction tends to be automatic. The more in tune we are with our emotional intelligence, the easier we can make the transition from reaction to response. It's important to pause, breathe, collect ourselves, and do whatever it takes to manage our emotions—whether that means taking a walk or calling a friend—so that we can more appropriately and intentionally respond to stress and adversity.

3. Social Awareness

While it's important to understand and manage our emotions, we also need to know how to read a room. Social awareness describes our ability to recognize others' emotions and the dynamics in play within our organization. Leaders who excel in social awareness practice empathy. They strive to understand their colleagues' feelings and perspectives, which enables them to communicate and collaborate more effectively with their peers.

4. Relationship Management

Relationship management refers to your ability to influence, coach, and mentor others, and resolve conflict effectively. Some prefer to avoid conflict, but it's important to properly address issues as they arise.

How to improve Emotional Intelligence?

- Be more self-aware
- Recognize how others feel (Be more empathetic)
- Practice active listening
- Communicate clearly
- Listen to feedback (any negative comments or critical recommendations)
- Be open minded and approachable
- Stay calm under pressure
- Stay positive



Journaling: Record and reflect daily on how your emotions influenced your decision-making, interactions, and meetings.



Undergo a 360° assessment: Seek feedback from your colleagues and conduct a self-assessment to surface leadership gaps.



Practice active listening: Hide distractions, focus on what the speaker is saying, and show you're engaged using non-verbal cues.



Pay attention to your emotions: Reflect on what prompted a strong emotional response and why so you can better manage it in the future.



Take an online course or training: Enhance your emotional intelligence through a flexible online program that offers a 360° assessment.

Why is Emotional Intelligence important?

- To achieve goals
- To succeed at workplace
- To build healthy relationships