Emotional Intelligence

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

For most people, emotional intelligence (EQ) is more important than one’s intelligence (IQ) in attaining success in their lives and careers. As individuals our success and the success of the profession today depend on our ability to read other people’s signals and react appropriately to them.

Therefore, each one of us must develop the mature emotional intelligence skills required to better understand, empathize and negotiate with other people — particularly as the economy has become more global. Otherwise, success will elude us in our lives and careers.

“Your EQ is the level of your ability to understand other people, what motivates them and how to work cooperatively with them,” says Howard Gardner, the influential Harvard theorist. Five major categories of emotional intelligence skills are recognized by researchers in this area.

What are the five components of emotional intelligence?

**According to Daniel Goleman, an American psychologist who helped to popularize emotional intelligence, there are five key elements to it:**

* Self-awareness.
* Self-regulation.
* Motivation.
* Empathy.
* Social skills

**1. Self-awareness.** The ability to recognize an emotion as it “happens” is the key to your EQ. Developing self-awareness requires tuning in to your true feelings. If you evaluate your emotions, you can manage them. The major elements of self-awareness are:

* Emotional awareness. Your ability to recognize your own emotions and their effects.
* Self-confidence. Sureness about your self-worth and capabilities.

**2. Self-regulation.**You often have little control over when you experience emotions. You can, however, have some say in how long an emotion will last by using a number of techniques to alleviate negative emotions such as anger, [anxiety](https://psychcentral.com/disorders/anxiety/) or [depression](https://psychcentral.com/disorders/depression/). A few of these techniques include recasting a situation in a more positive light, taking a long walk and meditation or prayer. Self-regulation involves

* Self-control. Managing disruptive impulses.
* Trustworthiness. Maintaining standards of honesty and integrity.
* Conscientiousness. Taking responsibility for your own performance.
* Adaptability. Handling change with flexibility.
* Innovation. Being open to new ideas.

**3. Motivation.** To motivate yourself for any achievement requires clear goals and a positive attitude. Although you may have a predisposition to either a positive or a negative attitude, you can with effort and practice learn to think more positively. If you catch negative thoughts as they occur, you can reframe them in more positive terms — which will help you achieve your goals. Motivation is made up of:

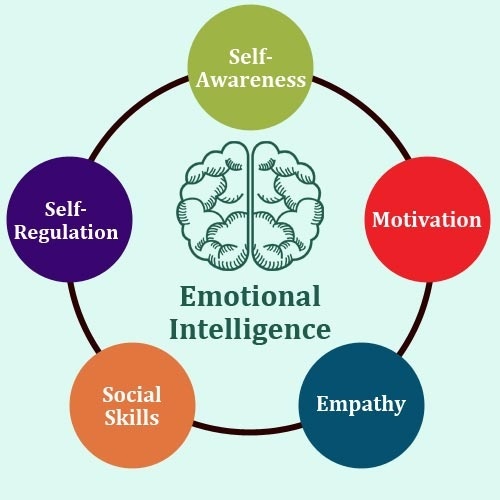
* Achievement drive. Your constant striving to improve or to meet a standard of excellence.
* Commitment. Aligning with the goals of the group or organization.
* Initiative. Readying yourself to act on opportunities.
* Optimism. Pursuing goals persistently despite obstacles and setbacks.

**4. Empathy.** The ability to recognize how people feel is important to success in your life and career. The more skillful you are at discerning the feelings behind others’ signals the better you can control the signals you send them. An empathetic person excels at:

* Service orientation. Anticipating, recognizing and meeting clients’ needs.
* Developing others. Sensing what others need to progress and bolstering their abilities.
* Leveraging diversity. Cultivating opportunities through diverse people.
* Political awareness. Reading a group’s emotional currents and power relationships.
* Understanding others. Discerning the feelings behind the needs and wants of others.

**5. Social skills.** The development of good interpersonal skills is tantamount to success in your life and career. In today’s always-connected world, everyone has immediate access to technical knowledge. Thus, “people skills” are even more important now because you must possess a high EQ to better understand, empathize and negotiate with others in a global economy. Among the most useful skills are:

* Influence. Wielding effective persuasion tactics.
* Communication. Sending clear messages.
* Leadership. Inspiring and guiding groups and people.
* Change catalyst. Initiating or managing change.
* Conflict management. Understanding, negotiating and resolving disagreements.
* Building bonds. Nurturing instrumental relationships.
* Collaboration and cooperation. Working with others toward shared goals.
* Team capabilities. Creating group synergy in pursuing collective goals.



**Here are 10 Ways to Enhance Your Emotional Intelligence:**

1. Don't interrupt or change the subject. ...
2. Don't judge or edit your feelings too quickly. ...
3. See if you can find connections between your feelings and other times you have felt the same way. ...
4. Connect your feelings with your thoughts. ...
5. Listen to your body.

Can you increase your EQ?

Unlike IQ, which **does** not change significantly over a lifetime, our **EQ can** evolve and **increase** with our desire to learn and grow. Perhaps no aspect of **EQ** is more important than our ability to effectively manage our own negative emotions, so **they** don't overwhelm us and affect our judgment.

What is developing emotional intelligence?

**Emotional intelligence** (otherwise known as **emotional quotient** or EQ) is the ability to understand, use, and manage your own **emotions** in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

How do you increase empathy?

**Here are eight ways to strengthen your own empathy:**

1. Challenge yourself. ...
2. Get out of your usual environment. ...
3. Get feedback. ...
4. Explore the heart not just the head. ...
5. Walk in others' shoes. ...
6. Examine your biases. ...
7. Cultivate your sense of curiosity. ...
8. Ask better questions.

What is your emotional intelligence?

High **emotional intelligence** helps you stay calm and positive in the face of adversity. ... People like this have high **emotional intelligence** (or EI). They have strong relationships, and they manage difficult situations calmly and effectively.

How can I become mentally strong?

**Method 3** **Building Mental and Emotional Strength**

1. Set reasonable goals and follow through with them. ...
2. Make yourself strong against negativity. ...
3. Use positive self-talk to build your mental and emotional strength. ...
4. Learn to stay calm under pressure. ...
5. Let go of the little things. ...
6. Change your perspective. ...
7. Have a positive outlook.

What is the difference between IQ and EQ?

Difference Between IQ and EQ. ... EQ or say Emotional Quotient refers to a person's ability to understand his/her emotion along with the other person's emotions, whereas **IQ** stands for Intelligence Quotient indicates a person's intelligence level.

What is the average EQ?

An **average EQ** score ranges from 90-100, with a perfect score measuring 160. Those who score high on this test should continue to make an effort to understand and empathize with others. Those with below **average EQ** scores can increase their emotional intelligence by learning to: Reduce negative emotions.

Few examples of questions -

**You're on an airplane which suddenly hits extremely bad turbulence and begins rocking from side to side. What do you do?**

Continue to read your book or magazine, or watch the movie, paying little attention to the turbulence.

Become wary of an emergency, carefully monitoring the flight attendants and reading the emergency instructions card.

A little of both above.

I’m not sure; I’ve never noticed.

* **You've taken a group of 4-year-olds to the park, and one of them starts crying because the others won't play with her. What do you do?**

Stay out of it; let the kids deal with it on their own.

Talk to her and help her to figure out ways in which to get the other kids to play with her.

Tell her in a kind voice not to cry.

Try to distract the crying girl by showing her some other things she could play with.

**Assume you had hoped to get an A in one of your courses, but you have just found out you got a C– on the midterm. What do you do?**

Sketch out a specific plan for ways to improve your grade and resolve to follow through on your plans.

Resolve to do better in the future.

Tell yourself it really doesn't matter much how you do in that particular course, and concentrate instead on other classes where your grades are higher.

Go to the professor and try to talk her into giving you a better grade

**Imagine you are an insurance salesman calling prospective clients. Fifteen people in a row have hung up on you, and you are getting discouraged. What do you do?**

Call it a day and hope you have better luck tomorrow.

Reassess what you are doing that may be undermining your ability to make a sale.

Try something new on the next call, and keep plugging away.

Consider another line of work.

* **You are a manager in an organization that is trying to encourage respect for racial and ethnic diversity. You overhear someone telling a racist joke. What do you do?**

Ignore it—it's only a joke.

Call the person into your office for a reprimand.

Speak up on the spot, saying that such jokes are inappropriate and will not be tolerated in your organization.

Suggest to the person telling the joke he go through a diversity training program.

**You are trying to calm down a friend who has worked himself up into a fury at a driver in another car who has cut dangerously close in front of him. What do you do?**

Tell him to forget it; he's okay now and it's no big deal.

Put on one of his favourite tapes and try to distract him.

Join him in putting down the other driver, but exaggerate your reaction.

Tell him about a time something like this happened to you and how you felt as mad as he does now, but then you saw that the other driver was on the way to the hospital emergency room.