

## **GLOSSARY: Emotional Intelligence at Work: Learn from Your Emotions**

**Emotional Intelligence (EQ or EI)** - your ability to recognize how your emotions are governing your decisions and your thinking. (See Section 2, Lecture 1)

**POV** - point of view (See Section 1, Lecture 2)

**Self-Awareness** - 1 of 4 sections of EQ - your ability to be aware of your feelings in the moment, as they are developing. (See Section 2, Lecture 2)

**Self-Management** - 1 of 4 sections of EQ - managing your emotions and the resulting reactions--what you say and do. (See Section 2, Lecture 2)

**Social Awareness** - 1 of 4 sections of EQ - your ability to recognize and respond to the emotional needs of others (See Section 2, Lecture 2)

**Relationship Management** - 1 of 4 sections of EQ - considering your emotions as well as those of others as you develop and master relationships (See Section 2, Lecture 2)

**Amygdala** - the emotional center of the brain (See Section 2, Lecture 3)

**Limbic part of the brain** - the part of the brain that directs your decisions. Includes the amygdala (See Section 2, Lecture 3)

**Prefrontal Cortex** - the logical part of the brain; responsible for executive functioning (See Section 2, Lecture 3)

**Executive Functioning** - the group of complex mental processes and cognitive abilities (such as working memory, impulse inhibition, and reasoning) that control the skills (such as organizing tasks, remembering details, managing time, and solving problems) required for goal-directed behavior. Definition from Merriam-Webster. (See Section 2, Lecture 3)

**Neuroplasticity** - the property that makes your brain malleable, changeable. It's the reason you're able to work on you EQ (See Section 2, Lecture 5)

**Human Engineering** - skills like the ability to negotiate, communicate, negotiate, and lead (See Section 2, Lecture 6)

**Managing Up** - creating a productive and healthy relationship with your manager (See Section 2, Lecture 7)

**EQ Development** - your intent to grow your emotional intelligence skills and the work you put towards this effort (See Section 3, Lecture 5)

**Constructive Feedback** - feedback, positive or critical, that's given in a positive, encouraging manner (See Section 3, Lecture 5)

**Hard skills** - teachable, measurable skills like mathematics, writing, reading, coding, etc. (See Section 3, Lecture 5)

**High EQ** - possessing a high emotional intelligence (See Section 4, Lecture 2)

**Low EQ** - possessing a low emotional intelligence (See Section 4, Lecture 2)

**Emotional outbursts** - sudden outbursts that are not a regular occurrence or trend in someone's behavior (Section 4, Lecture 2)

**Passive-aggressive behavior** - being filled with frustration internally, but avoiding expressing those feelings or any confrontation externally (Section 4, Lecture 2)

**Self-centeredness** - when it's all about that person all of the time (Section 4, Lecture 2)

**Productive relationship** - a relationship in which everyone understands their roles, their contributions are valued and encouraged, and it functions as an even partnership. (See Section 4, Lecture 4)