

# Emotional Intelligence



By:

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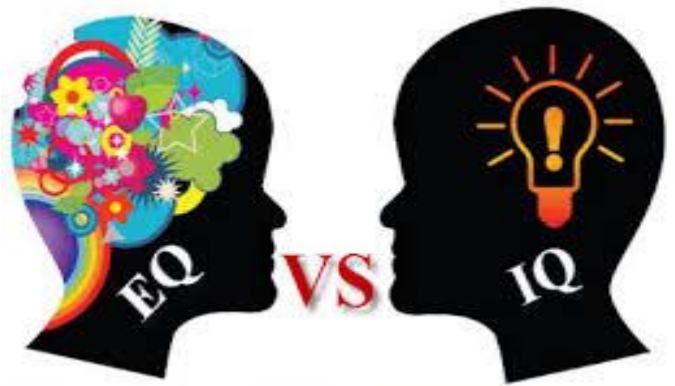
## Outlines

- Introduction to Emotional Intelligence
- Definition of emotional intelligence.
- Emotional intelligence skills.
- Characteristics of emotionally intelligent person.
- Models of emotional intelligence.
- Advantages of emotional intelligence.
- How to be emotionally intelligent.

## Introduction to Emotional Intelligence

**Intelligence quotient (IQ)** includes qualities like analytical skills, logical reasoning, ability to relate multiple things, and ability to store and retrieve information.

**Emotional intelligence (EQ)** is a learned capability that enhances outstanding performance at work. It helps to handle interpersonal and intrapersonal relationships efficient and effectively.



## Definition of emotional intelligence

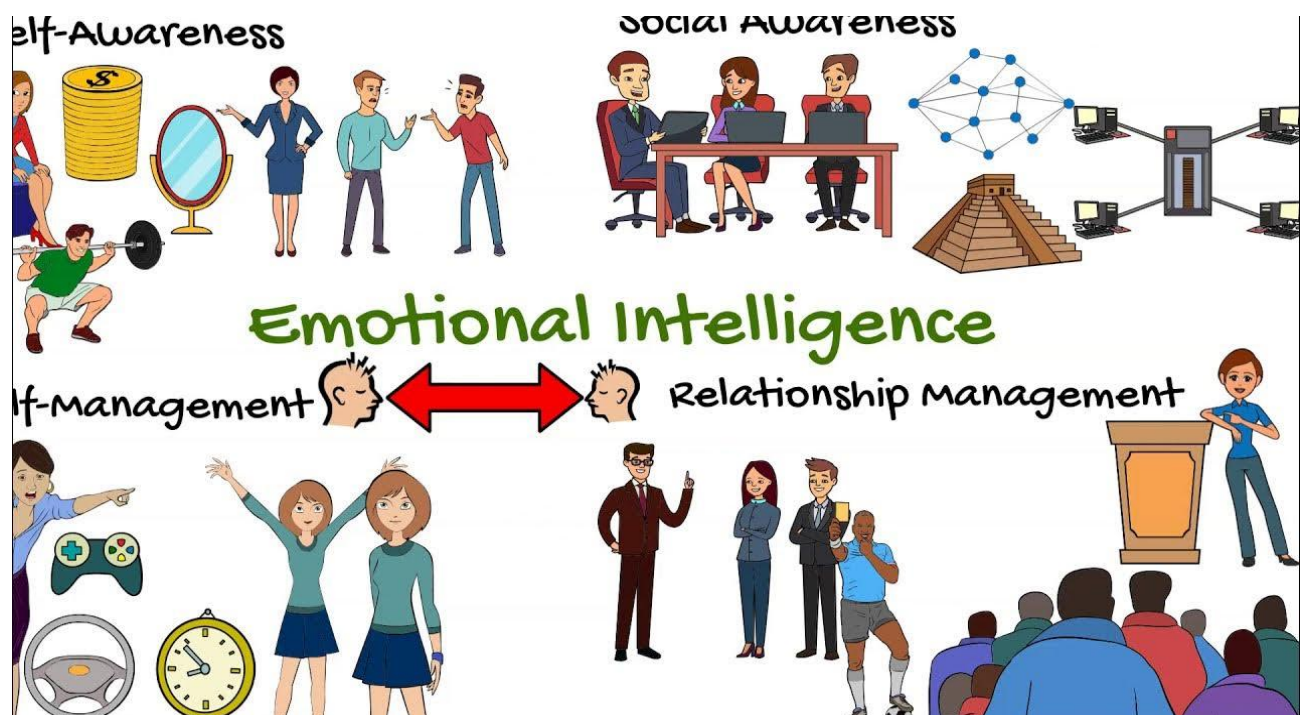
Emotional intelligence is the ability to recognize and manage the emotions of oneself and others. It is understanding one's own feelings, feelings of others and the ability to regulate emotion in a way that enhances living.



## Emotional intelligence skills

The key skills for building your EQ and improving your ability to manage emotions and connect with others are:

- Self-management
- Self-awareness
- Social awareness
- Relationship management



**Self-management:** is concerned with how effectively manage own emotions and how well control responses to new or challenging situations.

**Self-awareness:** enables people to understand their own behavior and to sustain it over time despite setbacks. It refers to recognizing and understanding our own emotions.

**Social awareness:** it allows ones to be aware of other people's feelings, needs and concerns.

**Relationship management:** is the ability to apply emotional understanding in relationships with others. It is concerned with the ability to manage the emotions of other people.

### **Characteristics of emotionally intelligent person**

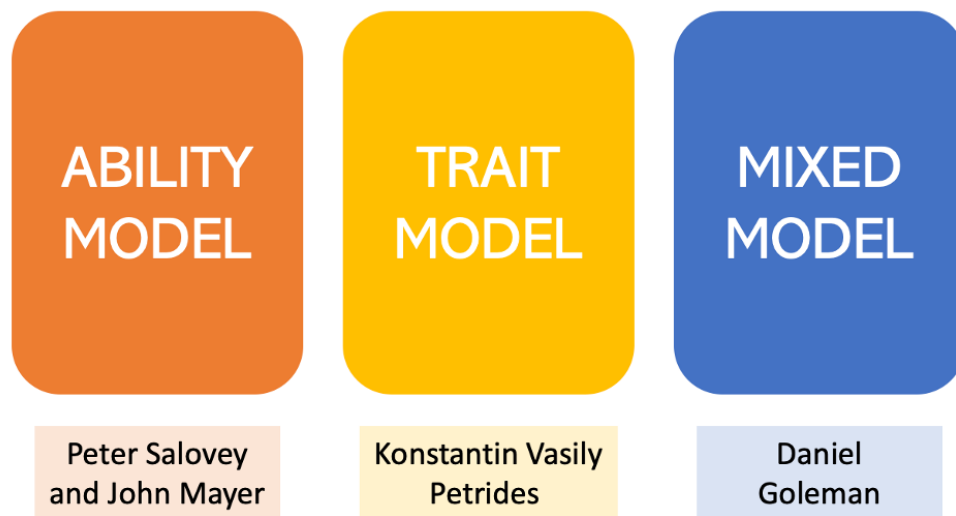
- Emotionally intelligent person can be more resilient to the demands of self, and others.
- People with high emotional intelligence leads to more efficient workplace.
- They are more aware of their internal thermometer and therefore better able to manage their stress levels.
- They tend to have better-developed coping mechanisms and healthy support systems that keep working effectively even in tough situations.
- Able to manage relationships well and see the benefit of connecting with many different people.



## Models of emotional intelligence

There are three main models of emotional intelligence:

- 1) Ability model
- 2) Mixed model
- 3) Trait model



### 1. Ability model

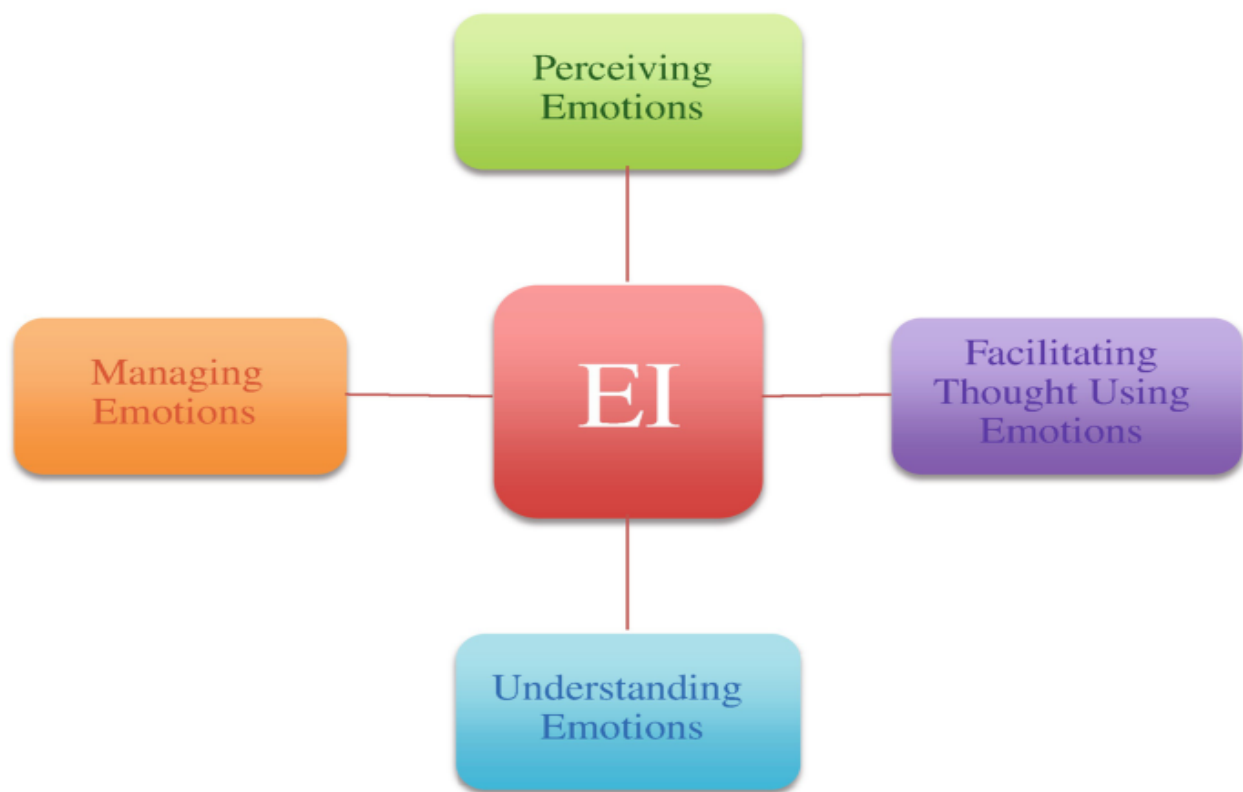
The premise of the ability model is that individuals work through the process to act intelligently with regard to emotions. The abilities include: perception/expression of emotions; use of emotions to facilitate thinking; understanding of emotions; and management of emotions.

**Perceiving emotions** is a person's ability to identify the emotions in oneself and others.

**Facilitating thought** involves a person's ability to interpret emotions and to communicate feelings based on the interpreted emotions.

**Understanding emotions** is the ability to evaluate and understand emotions and the ability to understand how these emotions influence relationships.

**Managing emotions** is beneficial in personal growth and involves the ability to critically evaluate feelings of oneself and others.





## 2- Mixed model

**Self-awareness:** the ability to recognize emotion and mood. The major elements of self-awareness are: emotional awareness and self-confidence.

**Self-regulation:** control on your mood or emotion. Self-regulation involves self-control; trustworthiness; conscientiousness; adaptability and innovation.

**Motivation:** to motivate yourself for any achievement requires clear goals and positive attitude. Motivation is made up of: achievement drive; commitment; initiative and optimism.

**Empathy:** the ability to recognize how people feel is important to success in your life and career. An empathetic person excels at service orientation; developing others; political awareness and understanding others.

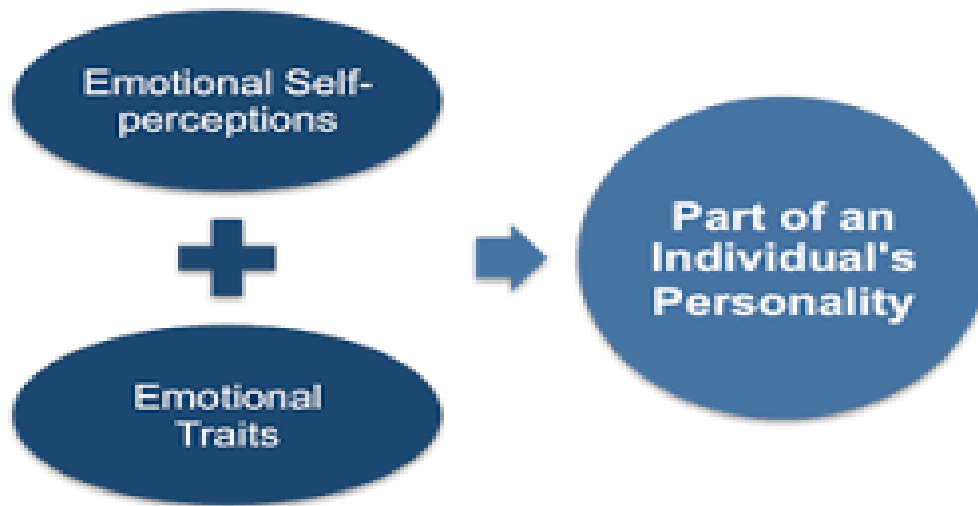
**Social skills:** the development of good interpersonal relationships. It involves influence; communication; leadership; change catalyst (managing change); conflict management; building bonds; collaboration and cooperation and team capabilities.





### 3- Trait model

Trait EI is "a constellation of emotional self-perceptions located at the lower levels of personality". In lay terms, trait EI refers to an individual's self-perceptions of their emotional abilities.



### Advantages of Emotional Intelligence

- Emotional intelligence helps people to achieve a higher level of self-control than others.
- It helps to empathize with others.
- Emotional intelligence increases the awareness of one's and others' feelings and showing an active interest in their concerns and interests.
- It improves the ability to anticipate, recognize, and meet others' needs and master their strengths.
- Emotional intelligence helps in inspiring and guiding groups of people. It enhances initiating and managing change in the workplace.

- Emotional intelligence empowered the ability of negotiating and resolving disagreements with people.
- Emotional intelligence enhanced the ability to solve problems of a social or personal nature.
- It increased the ability to generate positive mood, be self-motivated and accept positive and negative aspects as well as limitations and possibilities.



## How to be emotionally intelligent

**1. Manage your negative emotions.** When you're able to manage and reduce your negative emotions, you're less likely to get overwhelmed. Allow yourself to look at the situation in a variety of ways. Try to look at things objectively so you don't get riled up as easily.

**2. Be mindful of your vocabulary.** Focus on becoming a stronger communicator in the workplace. Emotionally intelligent people tend to use more specific words that can help in improving communication.

**3. Practice empathy.** Centering on verbal and non-verbal cues can give you invaluable insight into the feelings of your colleagues or clients.

**4. Know your stressors.** Take stock of what stresses you out, and be proactive to have less of it in your life.

**5. Bounce back from adversity.** Everyone encounters challenges. It is how you react to these challenges that either sets you up for success or puts you on the track. To help you bounce back from adversity, practice optimism instead of complaining.

