Emotional Intelligence is **Ability to perceive, control and evaluate emotions - in oneself and others - and to use that information appropriately**

EQ (Emotional Quotient) - the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

"emotional intelligence is the key to both personal and professional success"

Regardless of what theory of emotion one adopts, all emotions fall into two categories:

**1. Positive** - joy, happiness, content, calm, excitement

**2. Negative**- sadness, fear, anger, contempt, hate, frustration, distress, guilt, shame, embarrassment

There are the four skills associated with EQ:

* Self-awareness
* Self-management
* Social awareness
* Relationship management.

You use your self-awareness skills to notice your feelings and judge if your needs are being satisfied.

You use your self-management skills to express your needs and act accordingly to benefit the connection.

You use your social awareness skills to better understand the other person’s needs and feelings.”

You use your relationship management skills to develop and bolster the connection with others.

There are Strategies aligned to each of these four skills:

