

SKILL SUMMARY

EMOTIONAL INTELLIGENCE



What is emotional intelligence and why is it important?
What techniques can I use to regulate my emotions?
How can I improve my own emotional intelligence?

KEY POINTS

EMOTIONAL INTELLIGENCE

- It is the ability to manage and monitor your emotional responses to a situation or experience.
- It means to react in a manner that is socially acceptable (i.e., it is within social norms, for example, you do not insult or beat the other person).
- It means you can react flexibly according to the situation, and you are able to delay a reaction if you feel you need time to think about it.
- This also includes the ability to calm yourself down when distressed and pick yourself up when discouraged.

WHY IT'S IMPORTANT

- Emotional intelligence and emotional regulation skills can also improve long-term wellbeing and performance at work. They can enrich personal relationships and even lead to better overall health.
- Regulating emotions through problem solving, asserting yourself, reappraisal of the situation, and so on, makes those emotions much less likely to escalate and lead to regrettable situations.
- It can lead to a better mood, which in the long run can increase compassion for others and empathy (the ability to share the feelings of other people).
- It's important not to be ashamed or uncomfortable of unwanted emotions, everyone has them – what people do with them is what counts.

MANAGING CONFLICT

- Conflict management is a vital skill that involves handling confrontations or arguments tactfully and constructively.
- The aim is to get a positive result from disputes and disagreements that occur between people.

KNOWING YOUR AUDIENCE

- Identifying the audience and adapting speeches to their interests, level of understanding, attitudes and beliefs.
- A speaker who knows the audience well is much more likely to be successful and convince the listeners.

ACTIVE LISTENING

- It requires the listener to fully concentrate on and understand what the speaker is saying and then responding accordingly.

DID YOU KNOW

S.T.O.P.P. is a strategy that will help you in the heat of the moment when you are dealing with intense emotions:

STOP!

Take a breath.

Observe.

Pull back. Put in some perspective.

Practice what works. Proceed.