

Emotional Intelligence defined

Emotional Intelligence (EQ or EI) is your capacity to identify and comprehend emotions in yourself and others, as well as your ability to use this insight to control your behavior and relationships (TalentSmart, 2016).

Emotional Intelligence will help you become successful at:

- managing behavior;
- navigating change, new trends, and social complexities;
- developing many skills associated with high performers;
- and
- achieving positive results and increasing productivity.



4 AREAS OF EMOTIONAL INTELLIGENCE

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management



4 Areas of Emotional Intelligence

Internal

External

Personal



Self-Awareness:
the ability to accurately perceive your own emotions in the moment and understand your tendencies across situations. Realistically assess your own abilities and a sense of self-confidence.

Self-Management:
the ability to use your awareness of your emotions to stay flexible and direct your behavior positively. Delaying gratification to pursue goals and recover well from emotional stress.

Social



Social Awareness:
the ability to accurately pick up on emotions in other people and understand what is really going on with them, otherwise known as *empathy*.

Relationship Management:
the ability to use your awareness of your own emotions and those of others to manage interactions successfully. Think of it as, *cultivating connections*.