

# Emotional Intelligence

*What makes some people more successful in work and life than others? IQ and work ethic are important, but they don't tell the whole story. Our emotional intelligence -- the way we manage emotions, both our own and those of others -- can play a critical role in determining our happiness and success.*



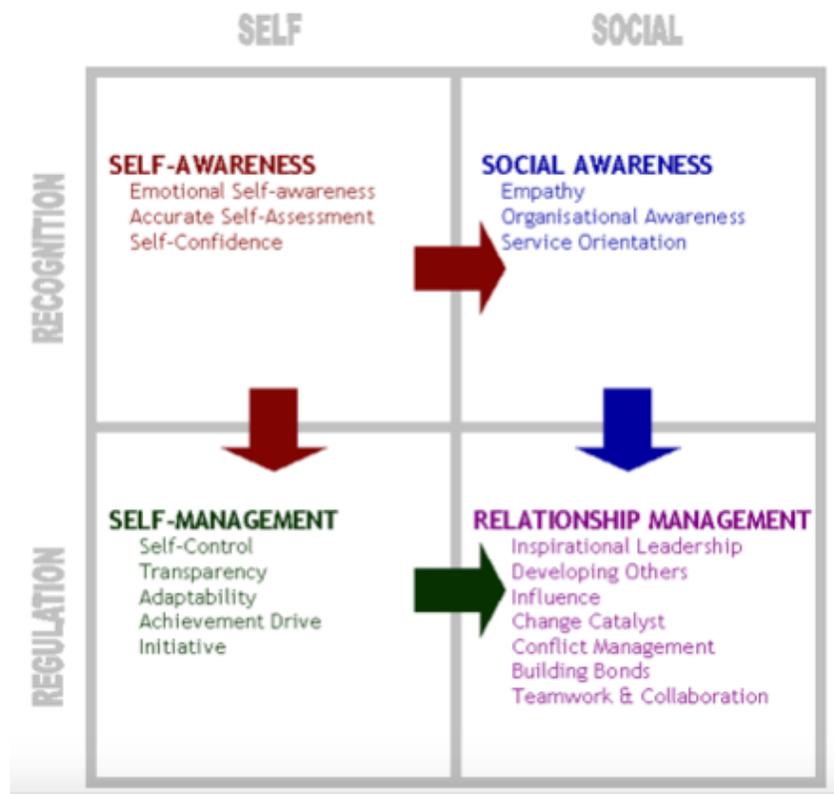
Emotional intelligence (EQ) is like "street smarts," as opposed to "book smarts," and it's what accounts for a great deal of one's ability to navigate life effectively.

How well can you "read" the emotions of yourself and others?"

## Thinking and Feeling: Both Critical to Life Happiness and Success

Everyone knows that high IQ is no guarantee of success, happiness, or virtue, but until Emotional Intelligence, we could only guess why. Daniel Goleman's brilliant report from the frontiers of psychology and neuroscience offers startling new insight into our "two minds"—the rational and the emotional—and how they together shape our destiny.

"What having emotional intelligence looks like is that you're confident, good at working towards your goals, adaptable and flexible. You recover quickly from stress and you're resilient," Daniel Goleman, psychologist and author of *Focus: The Hidden Driver of Excellence*, tells *The Huffington Post*. "Life goes much more smoothly if you have good emotional intelligence." (The Huffington Post By Carolyn Gregoire)



## The Five Components of Emotional Intelligence- Dr. Goleman

	Definition	Hallmarks
Self-Awareness	the ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	self-confidence realistic self-assessment self-deprecating sense of humor
Self-Regulation	the ability to control or redirect disruptive impulses and moods the propensity to suspend judgment – to think before acting	trustworthiness and integrity comfort with ambiguity openness to change
Motivation	a passion to work for reasons that go beyond money or status a propensity to pursue goals with energy and persistence	strong drive to achieve optimism, even in the face of failure organizational commitment
Empathy	the ability to understand the emotional makeup of other people skill in treating people according to their emotional reactions	expertise in building and retaining talent cross-cultural sensitivity service to clients and customers
Social Skill	proficiency in managing relationships and building networks an ability to find common ground and build rapport	effectiveness in leading change persuasiveness expertise in building and leading teams

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### 1. You're curious about people you don't know.

Do you love meeting new people, and naturally tend to ask lots of questions after you've been introduced to someone? If so, you have a certain degree of empathy, one of the main components of emotional intelligence.



### 2. You're a great leader.

Leaders who know and can manage their own emotions, and who display self-control and delay of gratification, serve as role models for their followers, thereby enhancing followers' trust and respect.

**Emotional intelligence studies support the the higher an EI is, the person will have the leadership behaviors of: influence, inspirational motivation and individual consideration.**

### 3. You know your strengths and weaknesses.

An emotionally intelligent person learns to identify their areas of strength and weakness, and analyze how to work most effectively within this framework. This awareness breeds the strong self-confidence that's a main factor of emotional intelligence, according to Goleman.

**Highly Empathetic People (HEPs) -- those who are extremely attuned to the needs and feelings of others, and act in a way that is sensitive to those needs --**

#### 4. You have a greater ability to concentrate.

The ability to withstand distractions and focus on the task at hand is a great secret to emotional intelligence, Goleman says. Without being present with ourselves and others, it's difficult to develop self-awareness and strong relationships.

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**Your ability to do your schoolwork, and to put off looking at that text or playing that video game until after you're done ... in childhood is a greater predictor of your financial success in adulthood than either your IQ or the wealth of the family you grew up in.**

#### 5. When you're upset, you know exactly why

An important aspect of self-awareness is the ability to recognize where your emotions are coming from and to know why you feel upset.



#### 6. You can get along with most people.

"Having fulfilling, effective relationships -- that's a sign [of emotional intelligence]," says Goleman.

**Humor, laughter, and play are natural antidotes to life's difficulties; they lighten your burdens and help you keep things in perspective. A good hearty laugh reduces stress, elevates mood, and brings your nervous system back into balance.**

*Playful communication broadens your emotional intelligence and helps you:*

- \*Take hardships in stride.*
- \*Smooth over differences.*
- \*Say things that might be otherwise difficult to express without creating a flap.*
- \*Simultaneously relax and energize yourself.*
- \*Relieves fatigue and relaxes your body, which allows you to recharge and accomplish more.*
- \*Become more creative.*

#### 7: Resolve conflict positively

Once you know how to manage stress, stay emotionally present and aware, communicate nonverbally, and use humor and play, you'll be better equipped to handle emotionally charged situations and catch and defuse many issues before they escalate.

**Tips for resolving conflict in a trust-building way:**

- \* Stay focused in the present.* When you are not holding on to old hurts and resentments, you can recognize the reality of a current situation and view it as a new opportunity for resolving old conflicts.
- \* Choose your arguments.* Arguments take time and energy, especially if you want to resolve them in a positive way. Consider what is worth arguing about and what is not.
- \* Forgive.* Other people's hurtful behavior is in the past. To resolve conflict, you need to give up the urge to punish or seek revenge.
- \* End conflicts that can't be resolved.* It takes two people to keep an argument going. You can choose to disengage from a conflict, even if you still disagree.

**8. You care deeply about being a good, moral person.**

One aspect of emotional intelligence is our "moral identity," which has to do with the extent to which we want to see ourselves as ethical, caring people. If you're someone who cares about building up this side of yourself (regardless of how you've acted in past moral situations), you might have a high EQ.

**Emotional intelligence consists of four attributes:**

**Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.

**Self-management** – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

**Social awareness** – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

**Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.