

## Emotional Intelligence

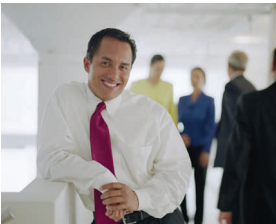


In Daniel Goleman's 1994 book Emotional Intelligence (EI) he states that people have two different kinds of intelligence: rational and emotional. Emotional intelligence is the ability to motivate oneself and persist in the face of frustration; to control impulse and delay gratification; to regulate moods and keep distress from swamping the ability to think; to empathize and to maintain hope.

It is also the capacity for recognizing our own feelings and those of others, and negotiating relationships, both personal and work-related. In our day-to-day lives when we are having problems, it may be fear, envy, rage, depression and anxiety that fuel our difficulty.

### Why is emotional intelligence important at work?

Social scientists are beginning to uncover the relationship of EI to successful workplace dynamics and team building, such as leadership, group performance, individual performance, interpersonal and social exchange, and management skills. Emotional Intelligence skills help people harmonize, enhance worker performance, nurture talent and loyalty and build leadership skills, all increasingly valued workplace assets.



Two other psychologists – Salovey and Mayer described emotional intelligence as:

**Self-awareness** – knowing your emotions, recognizing feelings as they occur, and discriminating between them.

**Mood management** – handling feelings so they're relevant to the current situation and you react appropriately.

**Self-motivation** – “gathering up” your feelings and directing yourself towards a goal, despite self-doubt, inertia, and impulsiveness.

**Empathy** – recognizing feelings in others and tuning in to their verbal and nonverbal cues.

**Managing relationships** – handling interpersonal interaction, conflict resolution, and negotiations.

### Suggestions for Developing & Improving Your Emotional Intelligence.:

- Distinguish between thoughts & feelings
- Label thoughts not feelings
- Analyze your own feelings
- Make time to reflect and plan
- Identify your fears and desires
- Identify your unmet emotional needs
- Ask others how they feel – on scale of 0-10
- Validate other people's feelings
- Take responsibility for your emotions & happiness: Stop believing others cause your feelings
- Don't expect others to “make” you happy
- Learn how to express your anger in ways that won't damage relationships
- Develop the courage to follow your own ideas

Workplace Solutions can assist with development of Emotional Intelligence skills and assists employees and dependent family members with personal and work problems. Contact us at 1-800-327-5071. It's free and confidential.