

FACT SHEET

Emotional intelligence (EI) or EQ (emotional quotient), is the ability to understand and manage your own emotions and those of the people around you. People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect other people.

We can develop our own EI by considering: What are my emotional strengths? What are my weaknesses? How does my current mood affect my thoughts and decision making?¹

Think about....What's going on under the surface that influences what others say or do?

- Emotional Self-Awareness, the ability to know yourself and understand your feelings.
- Accurate Self-Assessment, understanding your strengths and weaknesses and their effects.
- Self-Confidence, having faith in yourself and being willing to put yourself forward.

Developing of EQ can create better relationships, improved team working and less stress.

There are four aspects to consider when developing EQ:

1. Self-Awareness

Studies have shown that employees with higher scores on measures of EQ also tend to be rated higher on measures of interpersonal functioning, leadership abilities, and stress management.

Other studies have linked higher emotional intelligence with better job satisfaction as well as overall job performance.

2. Self-Management

- Emotional Self-Control, an important part of emotional maturity, controlling your feelings and/or expressing them in the appropriate settings is a key skill.
- Achievement, i.e. being goal-oriented and being able to work toward your goals.
- Initiative, being self-motivated, and having the ability to keep working despite setbacks.
- Transparency, being honest and open, interacting with integrity and being trustworthy.
- Adaptability, showing resilience and the ability to change course when necessary.
- Optimism, having a positive outlook, hoping for the best and preparing for success.

3. Social Awareness

- Empathy, one of the pillars of the ability to form connections with others, understanding and acknowledging others' emotions.
- Service Orientation, being helpful, contributing to the group effort and displaying good listening skills.
- Organisational Awareness, the ability to explain yourself well and be aware of how you are being understood, as well as sensing the level of comprehension of your audience.

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4. Relationship Management

- Inspirational Leadership, like being a good mentor, role model and authority figure.
- Influence, articulating points in persuasive, clear ways that effectively motivate others.
- Conflict Management, having the skills to improve relationships, negotiate, and lead. The ability to settle disputes, differences of opinion, and misunderstandings.
- Change Catalyst, recognizing and supporting the need for change, and making it happen.
- Developing others, helping others build their skills and knowledge.
- Teamwork and Collaboration, working with others in an effective manner.

TOP 10 TIPS - How to gain skills in emotional intelligence

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1. Utilise an assertive style of communicating.

Assertive communication goes a long way toward earning respect without coming across as too aggressive or too passive. Emotionally intelligent people know how to communicate their opinions and needs in a direct way while still respecting others.

2. Respond instead of reacting to conflict.

During instances of conflict, emotional outbursts and feelings of anger are common. The emotionally intelligent person knows how to stay calm during stressful situations. They don't make impulsive decisions that can lead to even bigger problems. They understand that in times of conflict the goal is a resolution and they make a conscious choice to focus on ensuring that their actions and words are in alignment with that.

3. Utilise active listening skills.

In conversations, emotionally intelligent people listen for clarity instead of just waiting for their turn to speak. They make sure they understand what is being said before responding. They also pay attention to the non-verbal details of a conversation. This prevents misunderstandings, allows the listener to respond properly and shows respect for the person they are speaking to.

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4. Be motivated.

Emotionally intelligent people are self-motivated and their attitude motivates others. They set goals and are resilient in the face of challenges.

5. Practice ways to maintain a positive attitude.

Don't underestimate the power of your attitude. A negative attitude easily infects others if a person allows it to. Emotionally intelligent people have an awareness of the moods of those around them and guard their attitude accordingly. They know what they need to do in order to have a good day and an optimistic outlook. This could include having a great breakfast or lunch, engaging in prayer or meditation during the day or keeping positive quotes at their desk or computer.

6. Practice self-awareness.

Emotionally intelligent people are self-aware and intuitive. They are aware of their own emotions and how they can affect those around them. They also pick up on others' emotions and body language and use that information to enhance their communication skills.

7. Take critique well.

An important part of increasing your emotional intelligence is to be able to take critique. Instead of getting offended or defensive, high EQ people take a few moments to understand where the critique is coming from, how it is affecting others or their own performance and how they can constructively resolve any issues.

8. Empathise with others

Emotionally intelligent people know how to empathise. They understand that empathy is a trait that shows emotional strength, not weakness. Empathy helps them to relate to others on a basic human level. It opens the door for mutual respect and understanding between people with differing opinions and situations.

9. Utilise leadership skills.

Emotionally intelligent people have excellent leadership skills. They have high standards for themselves and set an example for others to follow. They take initiative and have great decision making and problem-solving skills. This allows for a higher and more productive level of performance in life and at work.

10. Be approachable and sociable.

Emotionally intelligent people come off as approachable. They smile and give off a positive presence. They utilize appropriate social skills based on their relationship with whomever they are around. They have great interpersonal skills and know how to communicate clearly, whether the communication is verbal or nonverbal.

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10. Be approachable and sociable (cont'd).

Many of these skills may seem to be best suited for those who understand basic human psychology. While high Emotional Intelligence skills may come more easily to naturally empathetic people, anyone can develop them.

Less empathetic people just have to practice being more self-aware and conscious of how they interact with others. By utilising these steps, you'll be well on your way to an increase in your emotional intelligence level.

High EQ in the Workplace

- Making better decisions and solving problems
- Keeping cool under pressure
- Resolving conflicts
- Having greater empathy
- Listening, reflecting, and responding to constructive criticism

Low EQ in the Workplace

- Playing the role of the victim or not taking personal responsibility for errors
- Having passive or aggressive communication styles
- Refusing to work as a team
- Being overly critical of others or not open to others' opinions

¹. Ref: Daniel Goleman, 1995

². Ref: Abhi Golhar, 2018

There are a number of other Factsheets and Training to support EI visit: **Organisational Development Training and Education**