



Emotional Intelligence

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Emotional intelligence has four quadrants.

They are represented in Daniel Golman's model.

- Self-awareness
- Social awareness
- Self-management
- Relationship management

Emotional intelligence or EQ is the ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

Your EQ is the foundation for a host of critical skills that impact most everything you say and do each day. EQ is so critical to success that it accounts for 58% of performance in all types of jobs. The link between EQ and earnings is so direct that every point increase in EQ adds \$1,300 to annual salary. It's the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence. No matter whether people measure high or low in EQ, they can work to improve their EQ skills.

Bradberry, T. & Greaves, J., (2009). Emotional Intelligence 2.0.

	Recognition	Regulation
Personal Competence	<p>Self-awareness</p> <ul style="list-style-type: none"> ✓ Self-confidence ✓ Awareness of your emotional state ✓ Recognizing how your behavior impacts others ✓ Paying attention to how others influence your emotional state 	<p>Self-management</p> <ul style="list-style-type: none"> ✓ Keeping disruptive emotions and impulses in check ✓ Acting in congruence with your values ✓ Handling change flexibility ✓ Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	<p>Social Awareness</p> <ul style="list-style-type: none"> ✓ Picking up on the mood in the room ✓ Caring what others are going through ✓ Hearing what the other person is "really" saying 	<p>Relationship Management</p> <ul style="list-style-type: none"> ✓ Getting along well with others ✓ Handling conflict effectively ✓ Clearly expressing ideas/information ✓ Using sensitivity to another person's feelings (empathy) to manage interactions successfully

Personal competence consists of **self-awareness** and **self-management**.

Self-awareness has to do with self-confidence, awareness of your emotional state, recognizing how your behavior impacts others and paying attention to how others influence your emotional state.

Self-management is about keeping disruptive emotions and impulses in check, acting in congruence with your values, handling change flexibly, and pursuing goals and opportunities despite obstacles and setbacks.

Social competence consists of **social awareness** and **relationship management**.

Social awareness competencies include things such as picking up on the moods of others, caring about what others are going through and really hearing what someone else is saying.

Relationship management competencies involve getting along well with others, handling conflict, clearly expressing ideas and using sensitivity to manage others' feelings.

How to improve your EQ in 9 steps

1

Be more self-aware

Being aware of your emotions and emotional responses to those around you can greatly improve your emotional intelligence. Knowing when you're feeling anxious or angry can help you process and communicate those feelings in a way that promotes healthy results. To improve your awareness, consider tracking any time you feel a strong emotion and taking notes about what caused your feeling.

2

Recognize how others feel

Emotional intelligence may start with self-reflection, but it's also important to gauge how others perceive your behavior and communication. Knowing how to adjust your own message based on how you're received is an important part of being emotionally intelligent. If you're unsure, you can always ask others how they feel to show that you prioritize their reactions.

3

Practice active listening

People communicate via both verbal and nonverbal communication, so it's important to listen and watch for potentially positive and negative reactions. Taking the time to listen to others also indicates a level of respect that can form the foundation for healthy relationships. To show that you're actively listening, try asking questions, nodding along or repeating back important points to show that you've understood them.

4

Communicate clearly

Strong communication skills are essential for emotional intelligence. Knowing what to say or write and when to deliver information is crucial for building strong relationships. For example, as a manager in a work environment, communicating expectations and goals is necessary to keep everyone on the same page. Try to be as communicative as possible and create multiple channels for others to communicate their feelings with you.

5

Stay positive

Emotionally intelligent people understand the power of a positive word, an encouraging email and a kind gesture. When you're able to also stay positive in a stressful situation, you can help others around you remain calm. This attitude can also encourage further problem-solving and teamwork. While negative emotions can be normal, consider developing strategies to minimize their effects and look for solutions.

6

Empathize

Considering how others might be feeling is an important quality of emotional intelligence. It means you can empathize with feelings that you may not be feeling yourself and respond in a way that's respectful and comforting to others. Try to imagine yourself in others' positions so that you can consider how you might feel if in their situation.

7

Be open-minded

Emotionally intelligent people are often easy to approach because they're good listeners and able to consider and understand other perspectives. They're also open to learning new things and embracing new ideas. Even if you're unsure of a new idea or concept, try to consider what it may look like to implement it into daily work.

8

Listen to feedback

Be the kind of person who can hear feedback, whether it's positive feedback on a recent presentation or more critical recommendations on how you should delegate tasks more efficiently. Being open to feedback means you can take responsibility for your actions and are willing to improve how you communicate with others. While some feedback may be challenging to receive, try to think of it as an opportunity to learn and grow professionally.

9

Stay calm under pressure

Approach stressful situations with a calm and positive attitude. Tensions can easily escalate, especially when people are working under deadlines, so keeping steady and focusing on finding a solution can help everyone meet their goals. Try to develop strategies like taking a deep breath or asking for help when in a stressful situation to help you stay calm and thoughtful.

(Adapted from: <https://www.indeed.com/career-advice/career-development/how-to-improve-emotional-intelligence>)

