

## LESSON 7: EMOTIONAL INTELLIGENCE (PART ONE)

Emotions are important feedback indicators.

- Acknowledge and then address emotions
- Emotional intelligence isn't about suppressing emotions, it's about learning how to recognize, process and channel them in a way that benefits you and those around you.

### WHAT IS EMOTIONAL INTELLIGENCE?

Emotional Intelligence (aka, EQ or emotional quotient) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

### THE 4 BASIC COMPONENTS OF EMOTIONAL INTELLIGENCE

- **Self-Awareness** is about understanding yourself: knowing your weaknesses, strengths, values, and your impact on other people (intuition). *You might know that tight deadlines bring out the worst in yourself, so you get the work done well in advance of any deadlines.*
- **Self-Management/Regulation** is the ability to control and redirect disruptive impulses and moods. Think of trustworthiness, integrity, and comfort with change. *Resisting the urge to yell at someone else.*
- **Social Awareness (include social skills)** refers to being adept at recognizing other people's emotions and responding appropriately to the situation.
- **Relationship Management (includes Empathy)** is building a relationship with others to move them in desired directions. *Think influence here.* Empathy is understanding other people's emotional makeup.

### HOW CAN YOU TELL IF SOMEONE IS EMOTIONALLY INTELLIGENT?

According to Travis Bradberry (wrote Emotional Intelligence 2.0):

- You have a robust emotional vocabulary
- You are curious about people
- You know your strengths and weaknesses
- You are a good judge of character
- You are difficult to offend
- You let go of mistakes
- You don't hold grudges
- You neutralize toxic people

### WHY EQ MATTERS IN THE WORKPLACE

According to one survey of hiring managers, almost 75% of respondents suggested that they valued an employee's EQ more than their IQ. Emotional intelligence is widely recognized as a valuable skill that helps improve communication, stress management, problem-solving, and relationships within the workplace.

PEOPLE WITH HIGH EQ	PEOPLE WITH LOW EQ
<ul style="list-style-type: none"><li>• Make better decisions and solve problems</li><li>• Keep cool under pressure</li></ul>	<ul style="list-style-type: none"><li>• Play the role of the victim or avoid taking responsibility for errors</li></ul>

<ul style="list-style-type: none"><li>• Resolve conflicts</li><li>• Have greater empathy</li><li>• Listen, reflect, and respond to constructive criticism</li></ul>	<ul style="list-style-type: none"><li>• Have passive or aggressive communication styles</li><li>• Refuse to work as a team</li><li>• Are overly critical of others or dismiss others' opinions</li></ul>
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The good news is that while some people have EQ as a natural talent, for those who don't, EQ skills can be learned!

## HOW TO BECOME MORE EMOTIONALLY INTELLIGENT

Factors such as upbringing and [personality](#) tend to play a large role in the development of emotional intelligence, but it is a skill that can be improved with effort and practice.

### I. Become More Self-Aware

Self-awareness involves being aware of different aspects of yourself, including your emotions and feelings. It is one of the [foundational components of emotional intelligence](#).

- **Pay attention to how you are feeling.** How do your emotions influence how you respond? Do the things that you are feeling have an impact on the decisions you make or how you interact with others? How do your emotions impact your health?
- **Take stock of emotional strengths and weaknesses.** How well do you communicate with others? Do you find yourself experiencing impatience, anger, or annoyance often? What are some ways you can deal with these feelings effectively?
- **Seek feedback from those around you.** The way to get the outside look at yourself, is to seek feedback from those around you. Peer feedback is one way to become more self-aware, and it may uncover a few of your blind spots.
- **Get to know yourself under pressure, weirdness and stressful times.** Another level of self-awareness is knowing how you respond when you are stressed out! Are you short with others? Yelling? How do you act when you are angry? How do you act when you are caught off guard?
- **What about earth-shattering trials?** The last thing I want to mention about stress is that trials also teach us much about ourselves. Sometimes we don't even know our own strength. Or we realize we need to learn how to trust God more. After major trials, earth-shattering ones, we can feel a bit lost and need time to find ourselves again. Remember, *"You cannot go through a life-altering trial on your own strength without fundamentally altering who you were meant to be for the worst."*
- **Remember that emotions are fleeting.** A friend might irritate you or your boss might give you a frustrating task to complete. Before you react, remember that these things are temporary. Sleep on it. Wait to confront until you have talked to your person who helps you see things objectively.

### References:

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