

Emotional Intelligence

A Scientifically Proven Method for Developing the Skills of Success

Learning Summary

Definition:

Emotional intelligence is the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.

Aspects of Emotional Intelligence:

- ✓ Intrapersonal skills: The ability to recognize your emotions as they occur and the ability to exhibit self-control in emotional situations.
- ✓ Interpersonal skills: The ability to recognize others' emotions, have positive relationships and minimize unproductive conflict.
- ✓ Adaptability skills: The ability to be flexible in changing conditions, manage stress productively and solve problems effectively.
- ✓ Resilience skills: The ability to bounce back from setbacks, regain self-confidence and maintain a positive perspective in the face of negative events.

Avoid Emotional Hijacking

- Recognize that thoughts drive emotions.
- Catch your thoughts and feelings before you act on them and decide if they are reasonable.
- Take time to collect yourself. Take a deep breath or count to ten.

Demonstrate Empathy

Empathy is the ability to recognize emotions that are being experienced by another person—to “walk a mile in their shoes.”

- ✓ DO: Listen, ask open-ended questions, respond without judging, use words and gestures to show you care, validate their feelings as real to them.
- ✓ DON'T: Offer advice (unless asked), judge, criticize, agree (if you don't),

Connect and Communicate

Improve your interactions with others by tuning into their thoughts, feelings, and needs.

- Meet them where they are: “just the facts” level or “thoughts, feelings, and needs” level.
- Watch non-verbal cues that communicate emotions.
- Prepare others for negative or unpleasant information.

Cultivate Different Perspectives

- ✓ Listen to people who disagree with you.
- ✓ Eliminate “either/or” thinking.
- ✓ Question yourself.
- ✓ Play devil's advocate.
- ✓ Look at the situation from different “altitudes.”
- ✓ Use your intuition *and* logic.

Gain an Accurate Perspective

Analyze your thinking to determine if your negative feelings are working for you or against you.

- Ask yourself three questions: “What am I feeling?” “What do I want to feel?” “What do I need to feel that way?”
- Reframe your thinking by replacing negative thoughts with neutral or positive ones.
- Change your self-talk so that it is positive and in the present tense.

Develop a Positive Disposition:

Cultivate an optimist's explanatory style:

- ✓ **Permanence:** View setbacks and negative events as temporary.
- ✓ **Pervasiveness:** Separate setbacks from the rest of your life—one negative event doesn't mean your entire life is a failure.
- ✓ **Personalization:** Attribute positive events to personal ability and negative events to external circumstances.