

Increasing Your Emotional Intelligence

Learning Summary

Emotional Intelligence

- ✓ The ability to comprehend your emotions and manage them effectively
- ✓ It helps you motivate yourself, get along with others, and build strong relationships.
- ✓ You aren't always aware of the workings of your emotional mind. You're only aware of your impressions and instincts.

Five Categories of Emotional Intelligence

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills

The Impact of Emotional Intelligence

Mood Manipulation

- Good moods enhance the ability to think and problem solve.
- When making important decisions, people in good moods think more comprehensively, people in bad moods are overly cautious and make decisions based on fear.

Hope and Optimism

- People with greater EI experience hope and optimism more often than those with less EI.

Traits of Emotionally Intelligent People

- Action orientated
- Confident in decisions
- Flexible thinkers
- Concentrate on what they can control, not what they cannot control
- Optimistic and realistic
- View problems as challenges

Four Stages of Self-Awareness

1. Unconscious incompetence: You don't know what you don't know
2. Conscious incompetence: You know what you don't know
3. Conscious competence: A natural part of you
4. Unconscious competence: You know what you know

Common Blind Spots

- Unrealistic goals: Set unattainable goals or misjudges what it takes to achieve a goal
- Power hungry: Pushes own interests rather than organization's
- Preoccupation with appearances: Overly concerned with image; craves tangible symbols of success
- Perfectionist: Micromanages others and burns them out (and burns out himself or herself); has to appear "right" at all costs

Distorted Thinking Patterns to Avoid

- Catastrophizing
- Overanalyzing
- Tunnel vision
- Permanence
- Pervasiveness
- Personalization

Tips for Avoiding Distorted Thinking

1. Identify whether your interpretation of an event is constructive or destructive.
2. Identify times you tend to have destructive responses.
3. Substitute destructive interpretations and behaviors with constructive ones.
 - Positive self-talk
 - Thought stopping
 - Search for alternative explanations
 - Writing/journaling
 - Humor

Sources of Motivation

- The task itself: Content, choice, collaboration
- The environment: Fresh air, light, pictures, your personalized space
- Supportive colleagues, friends, and family
- A role model

Effectively Using Your Goals

- ✓ Set an appropriate goal
- ✓ Acknowledge Progress
- ✓ Use appropriate self-criticism

To Become More Empathetic:

- Recognize your own bias
- Put aside your own feelings
- Be attentive to others' emotional cues