

WellCats:Emotional Intelligence

By: Jill Zambito, Lindsey Iuen, Jane Rha WellCats Group Exercise Instructors and DPT graduate students

Many of us have heard of the term IQ, but have you heard of the term EQ? Emotional Intelligence (EQ) is defined as, “Your ability to be aware of, understand, and manage your emotions,” along with managing others’ emotions. A high EQ helps individuals navigate challenges, improve relationships, improve communication, and make important decisions. Additionally, individuals with high emotional intelligence are more likely to experience greater job satisfaction and performance as it is essential to many skills such as empathy, decision-making, stress tolerance, and presentation skills. Understanding emotional intelligence and how you can develop it starts with identifying the four domains of EQ which include: self-awareness, self-management, social awareness, and relationship management.

Personal competence results from development of the domains self-awareness and self-management. Self-awareness is the ability to understand your emotions and how they affect your mood, actions, and the emotions of others. People with self-awareness are capable of drawing connections between their emotions and their reactions and are aware of their strengths and weaknesses. Along with self-awareness, self-management is the skill of appropriately expressing your emotions. Effective self-managers are often flexible and adapt well to new situations and changes. To be successful in self-management, you must put your immediate needs aside and focus on continually managing your tendencies over time.

In order to develop emotional intelligence it is important to not only be personally competent, but socially competent as well. Social awareness is the ability to detect and understand the emotions of others. You must listen and observe the person with intent in order to master this skill. The other component to social competence is relationship management, or the ability to successfully manage social interactions by recognizing others’ emotions and reacting appropriately to encourage or mitigate the atmosphere. Realize that during times of stress, such as the stress many of us are experiencing now, relationship management is often difficult to maintain. However, through implementing and improving the other three EQ skills, you will boost your relationship management skills. Below you will find strategies for developing these four skills of emotional intelligence so you can be successful in managing your behavior and relationships which will ultimately lead to positive outcomes! To test your emotional intelligence, complete this tool. (<http://www.nodc.org/images/stories/2018/Handouts/EI-ASSESSMENT.pdf>)

EQ Domain	Strategies
Self-Awareness	<ul style="list-style-type: none">● Allow yourself to feel uncomfortable● Observe the effects of your emotions● Observe your actions under stress● Create a journal reflection about your emotions● Understand what “pushes your buttons”● Don’t treat your emotions as good or bad

	<ul style="list-style-type: none"> ● Recruit feedback from others on how they perceive you and how you manage your feelings
Self-Management	<ul style="list-style-type: none"> ● Take time to breathe ● Allow yourself to smile and laugh more ● Know that change is always upon us ● Visualize success ● Be aware of and control your self-talk ● Count to ten before you react ● Create an emotion vs. reason list (feelings vs. motivators) ● Discuss your problem with an outside source who is not emotionally invested
Social Awareness	<ul style="list-style-type: none"> ● Greet people by name ● Be aware of body language ● Be a good listener ● Live in the moment ● Walk in someone else's shoes ● Be mindful of the mood in the room
Relationship Management	<ul style="list-style-type: none"> ● Show people you care ● Acknowledge others' feelings ● Don't give mixed signals (say one thing and do another) ● Take feedback well ● Only get mad when warranted ● Explain your decisions ● Conquer tough conversations ● Be curious ● Give direct and constructive feedback



References

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2. <https://www.verywellmind.com/components-of-emotional-intelligence-2795438>
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