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| Emotional Intelligence: A Definition  Emotional Intelligence is the measure of an individual’s abilities to recognise and manage their emotions and the emotions of other people, both individually and in groups. | |
| Emotional Intelligence Model   * Self-Awareness – understanding one’s own emotions, the ability to assess oneself as well as display confidence. * Self-Regulation – managing one’s emotions, maintaining trustworthiness and flexibility. * Social Skills – refers to the skills needed to handle and influence other people’s emotions effectively. * Empathy – being aware of others’ feelings and exhibiting compassion. * Motivation – being optimistic about situations, having the drive to take initiative and commit until completion. | |
| The Power of Emotions  **Emotions and the Brain**  **Emotions are feelings**. To start to understand your emotions, you need to ask yourself two questions:   * How do I feel? * How do I know?   **But others also have emotions.** At the same time as being aware of your own feelings, you also need to be aware of those of others.  You also need to ask:   * How do others feel, and how do I know?   **Emotions are not consciously controlled.**  The part of the brain that deals with emotions is the limbic system. It’s thought that this part of the brain evolved fairly early on in human history, making it quite primitive. This explains why an emotional response is often quite straightforward, but very powerful: you want to cry, or run away, or shout.  It’s because these responses are based around the need to survive.  Emotions are strongly linked to memory and experience. If something bad has previously happened to you, your emotional response to the same stimulus is likely to be strong.  Babies feel emotion but can’t necessarily reason. Emotions are also closely linked to values: an emotional response could tell you that one of your key values has been challenged. | Having Emotionally Intelligent Conversations   * Recognise   + your own emotions   + how the other person might be feeling   + the other person's body language * Assess   + the impact of those emotions on your behaviour   + the impact of those emotions on the other person's behaviour   + introduce positive emotions into the conversation * Understand   + Ask why? – what is causing you to feel this way?   + Explore the reasons for the other person's behaviour * Manage   + the emotions of the situation   + schedule the conversation for an appropriate time in an appropriate setting   + ensure the other person feels heard   + create a mutually acceptable plan   Emotional Agility |