

# BUSINESS VITAMINS

## Emotional Intelligence

### Introduction

Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you. This term was first introduced by Daniel Goleman in 1995 in his book 'Emotional Intelligence', this term was a whole new perspective on predicting and analyzing employee performance.

There is currently far too much emphasis on traditional predictors of employee performance and Goleman recommended that 'emotional intelligence' is twice as important as cognitive intelligence in predicting career success. He suggested high levels of emotional intelligence improve working relationships, help to develop problem solving skills, increase efficiency and effectiveness and catalyze the development of new strategies.

Specifically, Goleman defines it as the "ability to identify, assess, and control one's own emotions, those of others, and those of groups."

### Vitamin Definition

What is the difference between Emotional intelligence (EI) and Emotional quotient (EQ)?

#### **Emotional intelligence (EI):**

Is defined as the ability to monitor one's own emotions, as well as those of other people, to discriminate between different emotions, and to label them appropriately. While applying EI, we are guiding our thinking and behavior with an educated focus on healthier mind development.

#### **Emotional quotient (EQ):**

Is a testing measurement of our ability to understand and apply our own minds emotionally. Although a comprehensive ambition, EQ testing is meant to reveal how well we have learned to manage the harmful and helpful effects of emotions for the purpose of facilitating healthful thoughts, communication, and behavior.

Emotional intelligence has Four categories to understand the whole concept those categories are called Domains.

Domains of Emotional Intelligence are those categories or set of skills that helps to understand the main concept of emotional intelligence and helps to evaluate how emotional intelligent a person is.

The four domain sets of skills of emotional intelligence are

Self-awareness

Self-management

Social awareness

And relationship management

### Why Emotional Intelligence is Important

It's a scientific fact that emotions precede thought. When emotions run high, they change the way our brains function...diminishing our cognitive abilities, decision-making powers, and even interpersonal skills. Understanding and managing our emotions (and the emotions of others) helps us to be more successful in both our personal and professional lives.

#### **At a personal level, emotional intelligence helps us:**

- Have uncomfortable conversations without hurting feelings
- Manage our emotions when stressed or feeling overwhelmed
- Improve relationships with the people we care about

#### **At work, emotional intelligence can help us:**

- Resolve conflicts
- Coach and motivate others
- Create a culture of collaboration
- Build psychological safety within teams

## Vitamin Details

Emotional intelligence is a new and somewhat slippery concept. It helps to break it down into four main categories when trying to understand it. The four main sets of skills are self-awareness, self-management, social awareness, and relationship management.

Something to understand before getting into each domain is that real EQ success comes from a balance of strengths across each, and this is clearly a process, it won't appear from one day to the next. In order to master these four domains, one has to have a certain level of understanding and application of each.

### **Self-Awareness**

Self-awareness is demonstrated when someone is aware of their emotions, the thoughts about them and is able to manage them. The ability to manage one's emotions is easier when an individual is aware of their emotions, since they recognize they are feeling a certain emotion at a certain time, and are able to reflect on the emotion.

### **Self-Control**

The individuals who are adept at self-control or self-regulation are usually flexible and easily adapt to change. They are also good at managing conflict and diffusing tense or difficult situations.

The individuals who are able to manage their emotions more effectively are able to bounce back from setbacks, disappointments, and frustrations more easily, whereas those who have difficulty managing their feelings are always left feeling distressed or angry.

### **Social Awareness**

The ability to take the perspective of and empathize with others, including those from diverse backgrounds and cultures.

In order to be socially aware, we must be aware of and understand the world around us, which includes cultures, communities, social norms, problems, struggles, and all other elements that shape our social lifestyle.

### **Relationship Management**

The ability to connect with others can be accomplished by having skills such as active listening, verbal communication, non-verbal communication, leadership, and persuasiveness. Essentially, relationship management is moving people in the direction you want to go through motivating others, managing conflicts, and fostering teamwork.

## EXAMPLES:

Let's see some examples of what emotional intelligence looks like:

- People express themselves openly and respectfully without fear of offending coworkers.
- Resilience is evident when new initiatives are introduced.
- You understand that not everyone on your team has the same values and sometimes it will be necessary to put yourself in their shoes.
- A leader with high-level emotional intelligence can navigate not just motivating and empowering employees, but also navigating complex and challenging decision making with the mastery of emotional response
- During stressful times, the person will be able to understand the situation and make the best decisions for all involved

And here are a few examples of what it looks like when someone is operating with low levels of emotional intelligence.

- They are likely to have emotional outbursts that are out of proportion to the circumstances.
- Difficulty listening to others
- Manifest their own desires over others needs
- Becoming argumentative
- Used to blaming others: their bosses, colleagues, friends and family
- They're always complaining about something