

Emotional Intelligence

Emotional intelligence is the capacity to be aware of, control, and express your emotions, and to handle interpersonal relationships judiciously and empathetically. Studies show time and again that the most successful managers, who thrive in their work environment, are those who are self-aware and know how to manage their emotions. They have emotional intelligence!

How do you become more emotionally intelligent?

Self-awareness

You are aware of who you are, what triggers you to behave in certain ways, and how you react to different people and events.

Others-awareness

You are aware of others' triggers to people and events, and consider their emotions with dignity and respect, even when they are vastly different from your own.

Self-management

You intentionally manage your emotions, even when your strongest triggers are tested. You react calmly, thoughtfully, respectfully, and deliberately.

Relationship management

You intentionally manage your communications and interactions with other people. You assume positive intent, think optimistically, and respectfully inquire about alternative ideas.

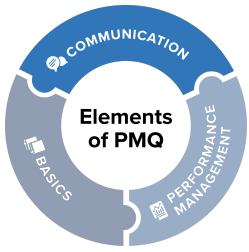
What is emotional intelligence?

When someone has emotional intelligence (EI), they have an understanding of not only their own emotions, but also the emotions of others. They also know how emotions drive behavior and how to manage those emotions in a way that is motivational and inspiring for others around them.

The **TEA Principle** reminds us that our emotions cause us to act (or react) in a certain way. For example, you slammed the door because you were mad. EI comes into play when you're able to stop and ask yourself why you are having that emotion. So, you slammed the door because you were mad. You were mad because your boss told you that your report needs significant revisions.

Ever wonder why someone acted (or reacted) a certain way? The TEA Principle can give you insight.

T = Thoughts
E = Emotions
A = Actions



Building Emotional Intelligence

What Do I Need?

How do I do it?



Self-awareness

You can't have EI without being in touch with your emotions.

Keep a journal of your strong emotions, like when you feel anxious or angry. Reflect on what triggered your emotions. After a few weeks, see if you can identify a common theme.



Empathy

You understand what another person is feeling, as well as sensing why and how they feel that way. Without it, you really don't care about anyone but yourself.

To increase your level of empathy, when you find yourself thinking *"I don't understand why they'd do that,"* challenge yourself to think of three reasons why a rational person might behave that way.



Peacefulness

You reduce the drama and reduce or diffuse it away from the lives of others.

To enhance your peacefulness, try meditating or seeking ways to make others smile.



Adaptability

You understand and embrace diversity. This trait also makes you accept and encourage change.

One way to grow your level of adaptability is to spend time with people who are different from yourself. Invite them to coffee or lunch and get to know them.



Passion

You are intrinsically motivated for altruistic causes outside of fortune and fame. Simply, you want to make the world a better place.

To delight even more in your passion, share it with others! For example, if you're passionate about your rescue dogs, place a picture of them in your office so you can share your stories with your coworkers when they ask.