



# Emotional Intelligence

## EMOTIONAL INTELLIGENCE

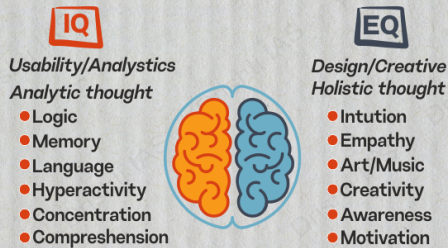
*EI is the ability to understand and manage emotions - own as well as others'*

### History

- First used by Wayne Payne (1986)
- In 1990, Daniel Goleman published his book on EI that's when the concept of EI started to be applied worldwide

### EQ v/s IQ:

- IQ represents cognitive abilities, EQ represents emotional



### Bar-On Model of EI

- Describes EI as an array of interrelated emotional and social competencies, skills and behaviors that impact intelligent behavior

### EI Skills (given by Daniel Goleman)

- David Goleman developed a framework of 5 key components that make up EI



### Importance

- Personal Life:**
  - Better social relations
  - Better mental health & stress management
  - Effective leadership
  - Enhance decision making
- Professional Life:**
  - Helps resolve conflicts
  - Helps coach and motivate others
  - Develops collaborative culture
  - Builds psychological safety within teams
- In Civil Services:**
  - Better understanding of nature of problems
  - Better targeted policies
  - Motivating subordinates
  - More innovative solutions

### Signs of being Emotionally Intelligent

- Able to identify and describe what people are feeling
- Aware of personal strengths and limitations
- Self-confidence and self-acceptance
- Able to accept own mistakes and let go of others'
- Receptivity
- Feel concerned for others & sensitive to their feelings

### Developing EI Skills

- Develop habit of writing journals
- Regularly examine your own emotions
- Seek feedback of others
- Listen and pay attention to others
- Cultivate empathy
- Learn conflict resolution techniques



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