

Emotional Intelligence

Emotional Intelligence is a critical skill for professional success, especially in a leadership role. This guide outlines the key skills of emotional intelligence, and ways to strengthen those skills.

What is Emotional Intelligence?

Emotional Intelligence is the ability to identify and manage our emotions, as well as the emotions of others. It also involves being aware of how emotions influence our behavior and decision making, and using that awareness to communicate and problem solve.

What are Emotional Intelligence skills?

Self Awareness

- The ability to recognize and understand your own emotions and how they affect others
- Considered the foundation of Emotional Intelligence
- This is valuable because our emotions heavily impact our behavior, and when you are aware of them you are aware of the impact they have on yourself and the people around you

Self Regulation

- The ability to recognize and manage emotions
- The ability to remain calm in stressful situations and think before you speak or act
- Leads to having a positive outlook and good adaptability

Social Awareness

- Having empathy, recognizing and having an understanding of the emotions of others
- Leads to being able to give kind and constructive feedback that is valuable to others

Social Skills

- The ability to inspire others with your influence, have teamwork skills, and have conflict management skills
- Allows you to facilitate strong, collaborative relationships
- Makes for an exceptional leader

Ways to increase your Emotional Intelligence skills

- *Reflect on your emotions*

Reflect on your emotions and how they impact decisions you make and the way you act. Journaling at the end of the day is a useful tool. This allows you to better understand how and when to regulate your emotions, and the impact they make on our decisions.

- *Get feedback*

Getting feedback from colleagues on your emotional responses, and your responses to their emotions. You could also receive this information from managers, peers, friends, family, etc. This could enlighten you to places you may need more emotional intelligence.

- *Research*

Reading literature, articles, and taking an online course to improve your emotional intelligence can make a large improvement in your emotional intelligence skills. These resources can give you both knowledge and tools that can be used to increase skills.

Why Emotional Intelligence is important for leaders

- Emotional Intelligence is something that all leaders should excel in
- A leader who has a high level of emotional intelligence sets the standard for others to meet that expectation

Emotional Intelligence skills that are valuable for a leader to have:

- Empathetic
- Teamwork skills
- Able to give valuable feedback in a respectful manner
- Can remain calm in stressful scenarios
- Positive outlook on situations

References—read the following articles to learn more:

<https://professional.dce.harvard.edu/blog/how-to-improve-your-emotional-intelligence/#What-Are-the-Components-of-Emotional-Intelligence>

<https://online.hbs.edu/blog/post/emotional-intelligence-in-leadership>

www.SalesClubUSA.com