

5n5

Emotional Intelligence



1. The Impact of Emotional Intelligence (EQ)

EQ is the capacity for recognizing our own feelings and those of others, and for managing emotions in ourselves and in our relationships. It is the biggest predictor of workplace success and accounts for 58% of your job performance.

2. Self - Awareness

Managing our emotions begins with self-awareness – understanding our strengths and limitations, our values and motives and how we respond when under stress. We can reflect, journal and check in with our body to get clues as to how we are feeling.

3. Self-Management

The ability to stay in control of our impulses, be on guard for ‘emotional hijackings’ and delay gratification in order to pursue larger goals are skills that are enhanced through strategies such as STOP (stop/breathe/observe/proceed towards support).

4. Social Awareness

Are you able to sense what others around you are feeling? What do their facial expressions, body language, tone and volume tell you? A large part of this EQ dimension is empathy, the capacity to place oneself in another’s position. This is enhanced by the skill of listening without judgment.

5. Relationship Management

The art of creating effective and satisfying relationships is built on skills such as being assertive, managing conflict and establishing rapport with others—even those with whom we disagree. Those with high EQ take feedback well, laugh at themselves, acknowledge other’s feelings, get mad on purpose and share credit with everyone.

