Emotional Intelligence: A Different Type of Intellect

• How one relates to and understands oneself and others.
• How one deals with environmental demands.
• How one applies knowledge to the immediate situation.

Presented by:
Dr. Rhonda Sutton
Director, Office of Postdoctoral Affairs
Domains of Emotional Intelligence

1. Knowing one’s emotions.
4. Recognizing emotions in others.
5. Handling relationships.
Realms of Emotional Intelligence

- Intrapersonal Realm
- Interpersonal Realm
- Adaptability Realm
- Stress Management Realm
- General Mood Realm
Intrapersonal Components

- Emotional Self-Awareness
- Assertiveness
- Independence
- Self-Regard
- Self-Actualization
Emotional Self-Awareness

• “Sam’s story”.
• Know thyself.
• Being aware of any emotion is the first step to controlling it.
• Become aware of others’ reactions to your behavior
• Let your internal light shine.
• Know your “ouch” points.
Assertiveness

• Ability to express feelings.
• Ability to express beliefs and thoughts openly.
• Ability to stand up for personal rights.
• Not aggressive or abusive.
Independence

• Self-directed
• Self-controlled
• Self-reliant
• Consider other’s opinions/consult
• Autonomous
• Degree of self-confidence
Self-Regard

• Respect yourself.
• Know your strengths and weaknesses.
• Appreciate your positive attributes.
• Accept your limitations.
• Feel sure of oneself.
Self-Actualization

• Realize your potential capabilities.
• Engaged in enjoyable and meaningful activities.
• Striving towards maximum development of talents and abilities.
• Feelings of self-satisfaction.
• Happy about where one is in terms of their life path.
Interpersonal Components

• Empathy
• Social Responsibility
• Interpersonal Relationships
Empathy

• Aware of, understand and appreciate feelings and thoughts of others.
• “Tuning in”.
• Can “emotionally read” others.
• Nonjudgmental.
Social Responsibility

• Cooperative, contributing and constructive member of a social group.
• Act in a responsible manner.
• Do things for and with others.
• Uphold social rules.
• Concern for the welfare of others.
Interpersonal Relationships

- Establish and maintain mutually satisfying relationships.
- Give and receive affection.
- Sensitivity toward others.
- Meaningful social interchanges.
Adaptability Components

- Problem solving
- Reality testing
- Flexibility
Problem-Solving

• Able to identify problems and feel motivated to solve them.
• Define the problem.
• Generate solutions.
• Implement a solution.
• Assess the outcome.
• Try the problem-solving process again if problem is not resolved.
Reality Testing

- Can “size up” the immediate situation.
- Able to see things objectively.
- Ability to confirm, justify and support feelings, perceptions and thoughts.
- Ability to concentrate and focus.
Flexibility

• Can adjust emotions, thoughts and behavior to changing situations.
• Adaptable to unfamiliar circumstances.
• React to change without rigidity.
• Tolerant of different ideas, ways and practices.
Stress Management Components

- Stress tolerance
- Impulse control
Stress Tolerance

• Can withstand adverse events.
• Choose a course of action to deal with stress.
• Have an optimistic disposition.
• Can stay calm and maintain control.
• Face crises and problems proactively.
Impulse Control

• Can identify angry and aggressive impulses.
• “Put the brakes” on irresponsible, hostile, angry or aggressive behavior.
• High frustration tolerance.
• Can resist or delay a temptation to act.
General Mood Components

- Happiness
- Optimism
Happiness

• Satisfaction with life.
• Enjoy self and others.
• Enjoy opportunities for having fun.
• Cheerfulness.
• Enthusiasm.
Optimism

• Ability to look at the brighter side of life.
• Positive attitude (even in the face of adversity).
• Involves a measure of hope in one’s approach to life that is also realistic.
EQ: Resources

*Emotional Intelligence: Why It Can Matter More Than IQ* by Daniel Goleman

*The EQ Edge: Emotional Intelligence and Your Success* by Steven J. Stein and Howard E. Book

The EQi (Emotional Intelligence inventory):

http://www.queendom.com/tests/access_page/index.htm?idRegTest=1121

or

http://quiz.ivillage.com/health/tests/eqtest2.htm