

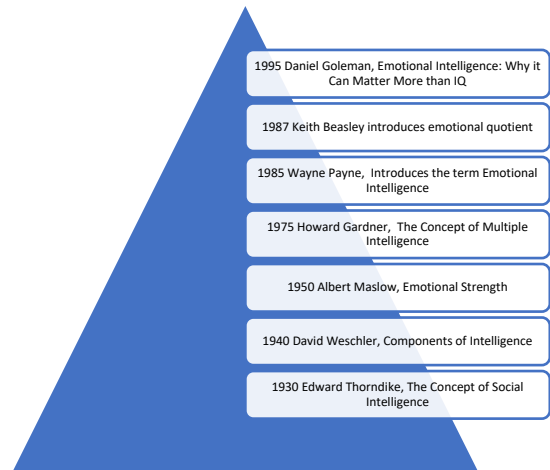
# Emotional Intelligence Webinar - Quick Reference Sheet

## Emotional Intelligence

Emotional Intelligence is a part of you that affects every aspect of your life. Understanding the root causes of your emotions and how to use them can help you to effectively identify who you are and how you interact with others.

An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations.

## Emotional / Social Intelligence History



## Key Elements of Emotional Intelligence

**Self Management** - In order to effectively achieve your overall career objectives or the objectives within a given task, you must use clearly defined methods to carry out those activities. This includes the setting of goals, decision making, planning, and scheduling. Once the tasks are completed, you must evaluate the success of these methods.

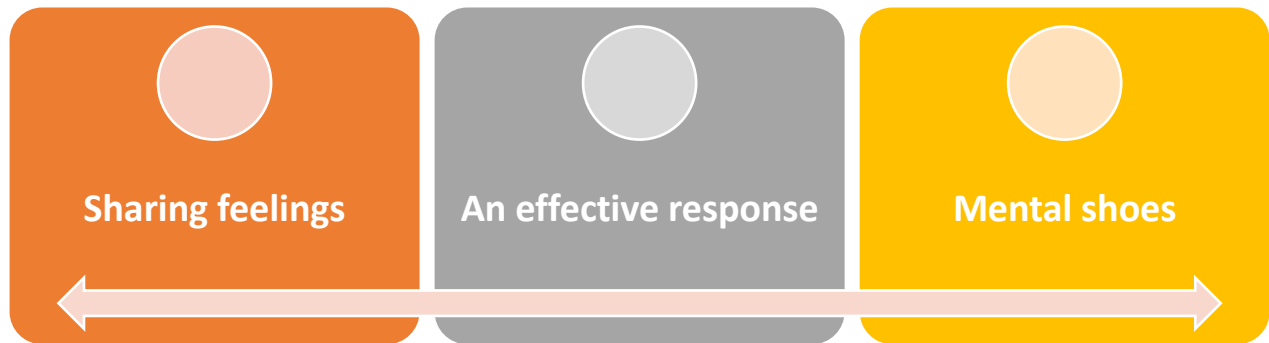
**Self Awareness** - Being 'aware' of one's self is the ability to accurately perceive one's skills and knowledge, value and responsibilities. It is being confident in what you have to offer, whether it is personally or professionally. Self-awareness is not only important for one's self-esteem, but it is also the first step to the process of full acceptance or change.

**Self Regulation** - Self-Regulation is another term for 'self-control', which is defined as the ability to control one's emotions, desires, and behaviors in order to reach a positive outcome. Self-regulation is sometimes difficult because of the phenomenon that it is important to 'express how you feel'. While this may be partially true, the art to finding the balance between expressing one's feelings and avoiding unnecessary tension is self-regulation.

**Self Motivation** - Andrew Carnegie said it best with his quote "People who are unable to motivate themselves must be content with mediocrity, no matter how impressive their other talents." Self-motivation is an essential part of excelling at life. You must learn to motivate yourself because you cannot depend on others to do it for you. You have to know how to encourage yourself regardless of how bad the situation.

# Emotional Intelligence Webinar - Quick Reference Sheet

## Empathy



Empathy is sharing in the feelings of others, whether joy or sadness is an admirable trait. In order for empathy to work, a person must first be able to recognize, classify, and understand their own feelings.

## Emotions

The ability to keep your emotions under control requires more than a willing heart. Understanding a situation through the eyes of another (empathy) and strengthening self-management and self-awareness skills are tools that can be used in your quest to regulate your emotions.

## Categories of Emotions

Having control or the lack thereof could be the difference between building a successful career and no career at all. If you have control over these aspects of your life, pat yourself on the back