



# EMOTIONAL INTELLIGENCE



# EMOTIONAL INTELLIGENCE (EI)

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- 2. 5 Components of EI
- 3. Why is EI important?
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# WHAT IS EMOTIONAL INTELLIGENCE (EI) ?

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Emotional intelligence has been defined as 'a type of social intelligence that involves the ability to monitor one's own and others' emotions and to discriminate among them.

1. EI is related to important concepts like interpersonal competence (social skills), psychological maturity and emotional awareness.
- 2. EI is also associated with other important concepts like leadership, individual and group performance, managing change, and conducting performance evaluations.
- 3. EI 'should become increasingly valued as a workplace asset in the years to come.' (Goleman, 1995, 160 cited in Young, 1996)



# 5 COMPONENTS OF E. I.

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- 1. Self-awareness - knowing your emotions, recognizing feelings as they happen.
- 2. Mood management - handling feelings appropriately.
- 3. Self-motivation - controlling your feelings towards a goal.
- 4. Empathy - recognizing feelings in others
- 5. Managing relationships - handling interpersonal interaction & resolving conflict. (Anon, n.d.)



# WHY IS E. I. IMPORTANT?

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- 1. Emotional health is basic to effective learning - to understand how to learn : confidence, curiosity, intentionality, self-control, capacity to communicate, ability to cooperate.
- 2. 'happy people are more apt to retain information ... than dissatisfied people'
- 3. EI 'a master aptitude, a capacity that profoundly affects all other abilities ...'  
(Golman, 1995, 80)

# HOW DO WE MEASURE EI?

(Wolfe, n.d.)

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- 1. Self Reporting – personality traits like warmth, empathy & anxiety
- 2. Report by others or OBSERVER RATINGS or 360-DEGREE ASSESSMENT
- 3. Ability or Skills Tests, eg

A manager gives an employee unexpected negative feedback in front of other team members.

*Angry*

*Sad*

*Accepting*

*Happy*

Scoring by expert, target or consensus criteria.



# A K-12 Programme fostering EI (Sadowski, 1998)

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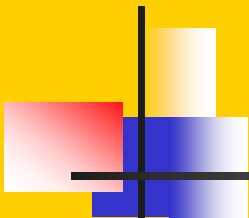
- 1. Responsive Classroom Approach as part of many Social & Emotional Learning (SEL) programmes in the USA
- 2. Used in the New Haven Public Schools involving 20,000 students



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