

EMOTIONAL INTELLIGENCE

OVERVIEW

Emotional intelligence refers to the management of emotions, both of the self and of others.¹ Emotional intelligence can be broken down into personal and social skills. While these skills may come naturally, they can also be learned through practice.

On the personal level, emotional intelligence includes motivation, self-awareness, and self-regulation. While these occur internally, each of these can influence the social interactions we have with others. Motivation is what affects our commitment and drive to take action. Key components of self-awareness are the ability to acknowledge that emotions are normal, and to understand when they are appropriate. The ability to manage these emotions is an element of self-regulation and control, and can directly affect the way one behaves in different situations.²

Empathy, listening, and trustworthiness are components of emotional intelligence on the interpersonal level, and are closely tied to [communication](#). Empathy relates to understanding and developing others, and typically requires active listening skills. One does not need to agree with a certain point of view in order to be empathetic. It is possible to learn and understand these perspectives without expressing judgement. Doing so helps to establish respect and trustworthiness that lead to positive social interactions.

Assertiveness is a social skill that involves the internal confidence to express and defend one's feelings, thoughts, personal interests and views, while also being respectful of others. Often linked to positive self-esteem, an assertive person communicates and defends their thoughts, feelings, and personal interests. On the spectrum of passive to aggressive, assertiveness falls in the middle. While passiveness may be disregarded by others, and aggressiveness may be seen as threatening, assertiveness and is viewed as the most direct and effective way to communicate. As a result, benefits of being assertive include improved decision-making, increased self-confidence, and the development of positive relationships.³

RESOURCES

¹ <https://www.psychologytoday.com/basics/emotional-intelligence>

² <https://www.skillsyouneed.com/general/emotional-intelligence.html>

³ <http://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/assertive/art-20044644>

ADDITIONAL INFORMATION

For more information, tools, and resources about assertiveness, communication and empathy, visit:

<https://www.betterhealth.vic.gov.au/health/healthyliving/assertiveness>

http://www.cci.health.wa.gov.au/resources/infopax.cfm?Info_ID=51

<https://www.kent.ac.uk/careers/sk/communicating.htm>

<https://news.vanderbilt.edu/2007/09/27/top-10-social-skills-students-need-to-succeed-58465/>

<http://www.simplypsychology.org/information-processing.html>

<https://www.skillsyouneed.com/ps/confidence.html>

<https://www.skillsyouneed.com/ips/empathy.html>

<https://www.skillsyouneed.com/ps/self-awareness.html>

<https://www.skillsyouneed.com/ps/self-management.html>

<https://www.skillsyouneed.com/ps/self-motivation.html>

<https://www.skillsyouneed.com/ips/social-skills-emotional-intelligence.html>

<http://www.who.int/bulletin/volumes/87/4/08-056713/en/>