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EAP HELPLINE



E-MAIL EAP

EMOTIONAL INTELLIGENCE

WHAT IS EMOTIONAL INTELLIGENCE?

The term was introduced into psychological science by Daniel Goleman and it describes the ability to process information about emotions. According to his concept, this type of intelligence consists of five basic competences:

1. **Self-awareness** – objective evaluation of one's own situation, skills and abilities, as well as self-confidence and adequate self-assessment.
2. **Self-regulation** – control of impulses, internal states and flexibility to adapt to change.
3. **Motivation** – goal striving, commitment, emotional tendencies that facilitate the implementation of plans.
4. **Empathy** – the ability to recognise the emotions and feelings of others.
5. **Social skills** – for example influencing others, communication, leadership, conflict mitigation, cooperation. And also establishing and maintaining relationships.

We can say that emotional intelligence allows us to cope well in society, to control our own behaviour and to make informed decisions that lead to desired results. People with high levels of this type of intelligence are more likely to be professionally successful.

The benefits of emotional intelligence

Emotional intelligence has a very important function. Some of its benefits are:

- Reduced stress levels, due to observing yourself and understanding where negative emotional states come from;
- Positive relations with people, based on empathy and understanding;
- Less conflict - by understanding the emotions of others and being able to negotiate in a healthy way;
- A positive outlook on the world;
- Higher self-esteem - through adequate recognition of one's skills and abilities;
- Professional success - emotional intelligence allows you to motivate yourself to act and achieve your goals;
- Ability to be a good leader who understands and appreciates colleagues.

Emotional intelligence has many more advantages. Fortunately for all of us, it is not innate. It can be shaped and developed to cope better and better with functioning in society.

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Are you wondering how to develop and use emotional intelligence? The answer can be found in Daniel Goleman's books „Working With Emotional Intelligence” and „Social Intelligence”. Another interesting read is the book by Susan David „Emotional Agility”.

HOW TO DEVELOP EMOTIONAL INTELLIGENCE?

Emotional intelligence can be developed in many ways. Some of them are quite unobvious, but worth a try.

- Notice and try to name your emotions.
- Express emotional states in a thoughtful way, appropriate to the situation.
- Don't perceive emotions as 'weaknesses'. Try to notice what they are informing you about.
- When you don't have the space to deal with an unpleasant emotion, try to distract yourself from it and return to it under more favourable conditions.
- Relieve your emotions regularly - for example, by talking to a loved one.
- Build a support network, help others and learn to ask for help yourself.
- Rest is extremely important, also when it comes to emotions. When we are rested, the level of irritability decreases and we find it easier to identify and control our emotions.
- Don't be ashamed to get help from professionals (psychologists, psychotherapists) when you notice that you have a problem with your emotions.

It is also a good idea to develop emotional intelligence in children from an early age. How can you do this?

Try:

- Talking about feelings. Ask your child how they feel? What might the other person feel in such a situation?
- Accepting all the child's feelings. The pleasant ones and the unpleasant ones. There are no bad emotions, only the specific behavior resulting from them can be inappropriate.
- Teaching problem-solving skills. Suggest alternative solutions and review their consequences with your child.
- Talking about your own feelings. This will show your child how to name emotional states and how to talk about them.
- Teaching your child active listening skills. They will understand that talking is a process that requires focus.
- Explaining that suppressing emotions often intensifies them. It is better to talk about them with someone or vent them in an acceptable way.
- Praising your child. Let them feel appreciated. Also, explain how they earned the praise.

Developing emotional intelligence allows us to live more consciously, and to succeed and find happiness. Research shows that with this type of intelligence we can lead very fulfilling lives. Therefore: let us learn to understand emotions!

If you feel that you are not coping with your emotions in certain situations, talk to a professional, such as a psychologist or a coach. [We are here to support you!](#)