

# What is Emotional Intelligence?

with

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“think  
learn?  
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People vary in their ability to understand and control their feelings and the emotions of others. Those who are able to do this well are said to have high levels of Emotional Intelligence (EQ).

For leaders, the benefits of developing EQ are numerous. They include reduced stress levels, increased political skills and greater personal influence. Understanding the theory of EQ, will help you become a better leader.

Emotional intelligence determines how you handle yourself and others. If you have high emotional intelligence, you can accurately read the facial, verbal and physical cues that reveal how others feel. You can also detect shifts in your own state – and change it if you need to.

The term “emotional intelligence” was first coined by John Mayer and Peter Salovey in 1990. However, the person most commonly associated with the term emotional intelligence is the New York writer, Daniel Goleman. Around 1994 and early 1995 he was planning to write a book about “emotional literacy.” In his reading, he came upon the work of Mayer and Salovey. He named his book Emotional Intelligence and brought the term into popular speech.

Daniel Goleman estimates that EQ underpins to 85% of your success in life and business. That’s why you need to develop it. Essentially, EQ consists of four elements. These define your ability to monitor and manage emotions in both yourself and others. They are:

## 1. Awareness of others

This is the ability to identify emotions in faces, music, and stories. It is an essential component of the skills underlying empathy and rapport-building. Having certainty about your feelings gives you more control of your life.

## 2. Awareness of self

This involves relating emotions to other mental sensations like self-talk and internal pictures. It is used to recognise links between our feelings and processes such as reasoning and problem solving. People with this skill are more productive and effective.

## 3. Relationship Management

This helps us understand the implications of social acts for emotions. It is essential if we are to regulate emotion in ourselves and in others.

## 4. Self-Management

This is the ability to solve emotional problems and to know which emotions are similar, or opposites. Doing this helps us link emotional reactions to external triggers and then to remove un-resourceful “anchors.” This is an essential skill for leaders and managers.

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