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EMOTIONAL INTELLIGENCE (EQ)

CEDARWOOD SCHOOL



What is Emotional Intelligence?

Emotional intelligence is the ability to navigate the murky world of emotions. In other words, it is the ability to recognize and reason with the meaning of emotions and to find ways to harness your emotions without creating a storm. It involves perceiving, expressing, understanding and regulating emotions.

Concept of Emotional Intelligence

The concept of emotional intelligence includes two terms, intelligence and emotion. *Intelligence* belongs to the cognitive sphere of mental functioning while

emotions belong to the affective sphere of mental functioning.

Principals of Emotional Intelligence

There are two basic principles of emotional intelligence. First, emotional intelligence is about being **aware** of emotions - identifying and understanding both your own and other people's emotions. Second, emotional intelligence is about **managing** both your own and other people's emotions. It enables you to make deeper connections at three levels, with yourself (personal mastery), with another person (one-to-one), and within groups.

Emotional perception refers to the ability to recognize and decipher emotions in oneself and others as well as other stimuli, including pictures, stories and music.

Emotional use refers to the ability to apply emotions to cognitive activities, such as thinking, reasoning, problem solving and decision making.

Emotional understanding refers to the ability to comprehend emotional information, including the causes of emotions and how they combine, progress and change from one to another.

Emotional management refers to the ability to be open to feeling emotions and employing effective strategies to promote personal understanding and growth.



Characteristics of Emotional Intelligence

- **Self-awareness**- the ability to recognize and understand one's own emotions. Beyond acknowledging one's feelings, is being conscious of the effect of one's actions, moods and emotions on other people.
- **Self-regulation**- the ability to control emotions and impulses. People with healthy self-regulation skills tend to be flexible and show heightened consciousness. They reflect on how they influence others and take accountability for their actions.
- **Motivation**- the drive to improve and achieve. It involves setting exact standards for yourself and consistently working towards your goals.
- **Empathy**- the ability to identify with and understand the wants, needs and viewpoints of other people. Being empathetic allows one to understand the dynamics that often influence social relationships.
- **Social skills**- people with good social skills develop a more robust understanding of themselves and others. They can manage disputes, are excellent communicators and are experts at building and maintaining relationships.



Tips for Improving Emotional Intelligence

Self	Workplace
Be self-aware.	Listen to others respectfully
Recognize how others feel	Use cognitive reframing techniques to change emotional responses and thought patterns
Practice active listening	Being Flexible
Communicate clearly	Find ways to manage demanding situations
Stay positive	Be patient
Empathize	Communicate effectively
Be open minded	Build distress and anxiety tolerance skills
Listen to feedback	Be willing to share emotions
Stay calm under pressure	Work on accepting reflections and emotions

Living in this world involves interacting with many diverse individuals and adapting to constant life-changing surprises. Being emotionally intelligent is the key to how you react to what life throws at you. It is vital when dealing with stressful situations like confrontation, change and obstacles. Emotional intelligence is needed to build stronger relationships, succeed at work and achieve one's personal goals. It is also a fundamental element of compassion and understanding the deeper reasons behind people's actions.

