

# Emotional Intelligence

## Can you increase your emotional intelligence?

Fortunately, you can learn to improve these emotional intelligence skills. Daniel Goleman suggests that there are five components of emotional intelligence. By working on and increasing these skills, you can become more emotionally intelligent.

### 1. Self -Awareness:

You can't change what you don't see, and you can't help others until you figure out your own emotions. Self-aware individuals also recognize the relationships between the things they feel and how they behave.

Self-aware individuals can recognize their own strengths and weaknesses, are open to new ideas and new experiences, and continually learn from their interactions with others. Goleman suggests that people who possess self-awareness have a good sense of humor, are confident in themselves and their abilities, and know-how other people perceive them. The best ways to grow your self-awareness are asking for feedback, paying attention to your thoughts and feelings, and continuing to reflect on your experiences with others.

### 2. Self-Regulating:

Once you are aware of your own emotions and their impact on others, the next step is self-regulation. It's time to manage your own emotions. This doesn't mean you have to stuff your thoughts and hide your feelings; it simply means waiting for the right time and place to express them appropriately. People who can regulate their emotions are more adaptable to change. They are flexible and are good at managing conflict by defusing tension and challenging situations.

Goleman also suggests that those with strong self-regulation skills are **high in conscientiousness**. They are thoughtful about how they influence others, and they take responsibility for their actions.

### 3. Social Skills

Having the ability to interact with others is key to developing your social skills. Having strong social skills allows people to build meaningful relationships as they understand themselves and others. This is the action step going deeper into accurate emotional intelligence. It's the next step: Once you know your own emotions, you put that information to work in your daily interactions with others. The social skills include active listening, verbal communications, non-verbal communications, persuasiveness, and a touch of humor.

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### 4. Empathy:

They say that empathy allows you to walk in someone else's shoes. Empathy is the ability to relate to and understand how others are feeling. The action behind empathy is your response to people based on how you sense their emotions.

I recently learned a lot more about empathy while working with a hospital in the Houston area. As you well know, hospitals and their employees are going through tremendous stress right now with all of the Covid cases. They asked me to do a [Managing Stress program](#) through Renewal, and I had the opportunity to interview several of the hospital's leaders. One of the intensive care nursing leaders shared that her team was highly stressed. The best way to help them was to bring them into her office, where she had a chalkboard with words such as overwhelmed, frustrated, defeated, helpless, and concerned...and she would have them circle the word they were feeling. Then they would talk about that emotion. She was connecting and expressing empathy. She said she was helping her team dial down their emotions. She practiced tremendous empathy.

### 5. Motivation

There are two types of motivation; Intrinsic motivation comes from within, while extrinsic motivation comes from outside. **Intrinsic motivation** comes from enjoyment and personal satisfaction in doing an activity, while **extrinsic motivation** arises from outside, such as fame, success, money, acclaim. Those with emotional intelligence are intrinsically motivated and have the energy and passion for fulfilling their inner needs and goals. Intrinsic motivators seek internal rewards and personal satisfaction from being in tune with their motivators. They set goals, have a high demand for achievement, and always look for ways to do better. They also tend to be very committed and are good at taking the initiative.

### Why is it important to develop your leader's emotional intelligence?

*"The most effective leaders are all alike in one crucial way: they all have a high degree of what has come to be known as emotional intelligence. It's not that IQ and technical skills are irrelevant. They do matter, but they are the entry-level requirements for executive positions. My research and other recent studies clearly show that emotional intelligence is the sine qua non of leadership. Without it, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but he still won't make a great leader."*

**Daniel Goleman from his Harvard Business Review article ["What Makes a Leader"](#)**