

EMOTIONAL INTELLIGENCE



MAYER, SALOVEY, CARUSO DEFINITION OF EMOTIONAL INTELLIGENCE

"Emotional Intelligence includes the ability to engage in sophisticated information processing about one's own and others' emotions and the ability to use this information as a guide to thinking and behavior. That is, individuals high in emotional intelligence pay attention to, use, understand, and manage emotions, and these skills serve adaptive functions that potentially benefit themselves and others".

(In "Emotional Intelligence: New Ability or Eclectic Traits?" John D. Mayer, Peter Salovey and David R. Caruso. American Psychologist, September 2008, Vol. 63, No. 6.)

How do your emotions impact your body?

Emotion	Body Location	Possible Sensations
Anger	Neck area, head, shoulders, arms and hands	Tension, throbbing head, clenching of the jaw, arms held back, hands clenched tight
Happy	Chest area, eyes and front of the body	Expansive chest, glowing, giggly inside, pupils dilate
Sadness	Throat, Chest area and Stomach	Lump in the throat, narrowing pressure in the chest area, aching and empty feeling
Scared	Head, face, chest area, throat and Stomach	Dizziness, shortness of breath, tension around eyes and mouth, dry mouth

I'm sure you are familiar with I.Q but what do you know about E.Q? EQ or Emotional Quotient is the assessment measure of an individual's emotional intelligence with an online questionnaire that is analysed to produce a report with detailed information about the individual's Emotional Quotient score. The higher the score, the higher the level of emotional intelligence will be.

The great news is that we can improve our EQ. The more you understand about Emotional Intelligence through self-study and training, the better position you will be in to know what steps you can take towards understanding and managing your own and others emotions better

What is the difference between IQ and EQ?

IQ	EQ
IQ measures an individual's intellectual, analytical and rational abilities	EQ is a measure of emotional literacy
It is concerned with verbal, spatial, visual and mathematical skills	It is concerned with self- knowledge and awareness
It gauges how readily we learn new things and can retain and recall objective information	It gauges our ability to operate successfully in circumstances involving other people
It enables us to solve problems through the application of prior knowledge	It enables us to understand and reframe problems to encourage better solutions

Some simple tips to help you manage your own emotions when you are feeling stressed, using your senses

Sound

Some examples:

- Listen to your favourite music.
- Listen to the sounds of outdoors— birds singing, or if you live near the coast; the sound of waves.
- Many people like the sound of trickling water, such as a small waterfall in the garden
- Some people like the sound of popping bubble wrap – are you one of them?

Touch

Experiment with your sense of touch, playing with different tactile sensations.

- Wrap yourself in a warm blanket for comfort or Onesie!
- Popping bubble wrap works for touch as well as for our sense of sound as mentioned earlier
- Soak in a hot bath or hot tub (if you're lucky enough to own one!).
- Cuddling/stroking your pet dog or cat

Smell & Scents

- I love to light a scented candle, when I have had a challenging day.
- Many people associate fragrances with people they love, such as family members. Coffee and the smell of baking bread are calming smells for many people.
- Lavender can be of comfort to some people.
- Enjoy the clean, fresh air of the outdoors.
- Spray your favourite fragrance around the room.

Sight

Try to manage and relieve stress by surrounding yourself with positive and happy images. I sometimes close my eyes and imagine a holiday destination or a happy memory.

- Look at a photo of a loved one or a funny screen-saver.
- Buy a plant or some flowers to make your work area more cheery.
- Grab some fresh air - Go for a walk outside and take in the sights around you.
- Surround yourself with colours that lift your mood. I often go to my wardrobe in the morning and choose a bright colour if I am feeling stressed or in a low mood.

Movement

Stress-relieving activities that are particularly helpful. Here are a few suggestions:

- Go to the gym or other form of exercise you enjoy.
- Find a dance partner – it's a great form of exercise and great fun
- Rolling your shoulders if you're sat at your desk.
- Change your posture and change how you feel.
- Squeeze a stress ball.

TAKE RESPONSIBILITY

Have you ever said?

- They made me angry
- He really upset me
- She just really irritated me

Where is the responsibility in those statements?

Who are you handing control of your emotions to?

The other person may have been the trigger for the reaction – but only **you** are responsible for what happens next!

Rather than blaming people for your emotions and handing over control to them

Say: **I chose to be**, or **I am**..... By taking control you are telling yourself that if you are choosing your emotion then you can also choose to change it. See what difference it makes!

Reframing Technique – Change your mind talk and change how you feel.

NEGATIVE MIND TALK

- I'm never going to get this done
- That's it, I can't take anymore
- It's going to go wrong again
- No one cares what I think around here
- That's so annoying, he's late for the meeting again.

REFRAME YOUR MIND TALK:

- I just need to focus on the priorities and ask for help
- I just need to take a break; so that my frustration doesn't prevent me from doing my job
- Yes, my last attempt didn't succeed but I can put into practise what I learned, so that I have a better chance of getting this right.
- It's unfortunate that this person doesn't like my idea, but many people do. In fact, yesterday my manager agreed with my proposal during our meeting.
- He is late but it gives me the opportunity to spend the waiting time getting to know my colleagues better.

Turner Corner Learning solutions offer a fantastic Emotional intelligence Training Course which has already developed the EQ of managers who have received the training. If you are interested in finding out more about the training programme, please get in touch.