

What is emotional intelligence?

Emotional intelligence is **a set of emotional and social skills** that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way. With emotional intelligence we **remove the inner barriers to success** like anxiety, self-doubt, and negative attitudes and change unproductive and self-defeating habits and behaviors.

As a result, we are better able to:

- manage conflict
- form meaningful relationships
- improve job satisfaction and employee engagement

Emotional intelligence can be learned. Learn to understand and manage emotions and incorporate these processes into all daily interactions.



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Mastery of emotional intelligence is a three-step process

1. Evaluation and assessment of existing competencies
2. Development and implementation of customized programs for the development of emotional intelligence
3. Integration into a daily practice

which allows you to

Recognize your strengths
Deepen self-awareness
Learn new strategies
Renew self-initiative
Change a habit
Exercise self-control in situations
Manage stress
Build trust in relationships
Attain personal growth

Emotional competencies are predictors of success: **90% of the leadership competencies are social and emotional** in nature, including self-confidence, self-discipline, flexibility, empathy, and ability to get along with others (Goleman & Cherniss, 2001), Emotional intelligence creates organizations of stronger, healthier, more centered, and more empowered individuals and teams.

Did you know that **30% of occupational performance is based on emotional intelligence?**