Emotional Intelligence in the Workplace

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**Emotional Intelligence:**

Emotional Intelligence is having the ability to understand your emotions and the knowing the emotions of others. It is about being aware of your emotions and how you are feeling at any given moment and managing those emotions.

**Four Major Components:**

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management
**Self-Awareness:** To know which emotions you feel and why you feel them. Having the ability to see and understand the connection between what you are feeling and how you act on those feelings.

- **Self-awareness.** Having the ability to understand what you feel and knowing why you feel a particular way.

- **Self-assessment.** Understanding the connection between what you are feeling and how you act on those feelings.

- **Self-confidence.** Believing in yourself by knowing you can do whatever is given to you. Offering your ideas and suggestions to others.
**Self-Management:** Being able to control your feelings; take initiatives and being flexible to change.

- **Self-control.** Having control over your emotions. Knowing what your limits are and how to manage those feelings.

- **Initiative.** Recognizing and solving problems; striving to do better. Being accountable for your actions.

- **Adaptability.** Having the ability to change and dealing with those changes. Being flexible when working in teams or projects. Becoming accustomed to your surroundings.
Social Awareness: Being aware of other people’s emotions. Understanding someone else’s needs, how they are feeling and empathizing with those needs.

- **Empathy.** Caring about how someone else feels. Noticing other’s emotions and being able to pick up on their cues. Listening to what someone is saying.

- **Organizational Awareness.** Being aware of organizations and knowing their leaders. Knowing your own company and who can give you inspiration.

- **Service Orientation.** Being there for others. Helping out someone; going out of your way for someone. Knowing the needs of others and acting on those needs.
**Relationship Management:** Having the ability to mentor, inspire and build a rapport with another person (leadership); to work well in teams and manage conflict.

- **Inspirational Leadership.** Taking on leadership roles and helping others to get the task done in a positive and effective way. Building strong relationships with others.

- **Influence.** Convincing others to see your point and support your ideas. Giving out encouragement and being a positive role model.

- **Teamwork and Collaboration.** Being part of a team and helping others to work together. Encourage other’s ideas and suggestions.

- **Conflict Management.** Handling difficult people and situations in a positive way using diplomacy.