



# **Emotional Intelligence**

**Daniel Goleman**

# Why emotional intelligence?

Background:

Anomaly: people with average IQs outperformed those with the highest IQs 70% of the time.

Conclusion: IQ was not the only source of success

So.....

EQ appeared!

90% of top performers have high emotional intelligence!!!!

# Emotional intelligence is...

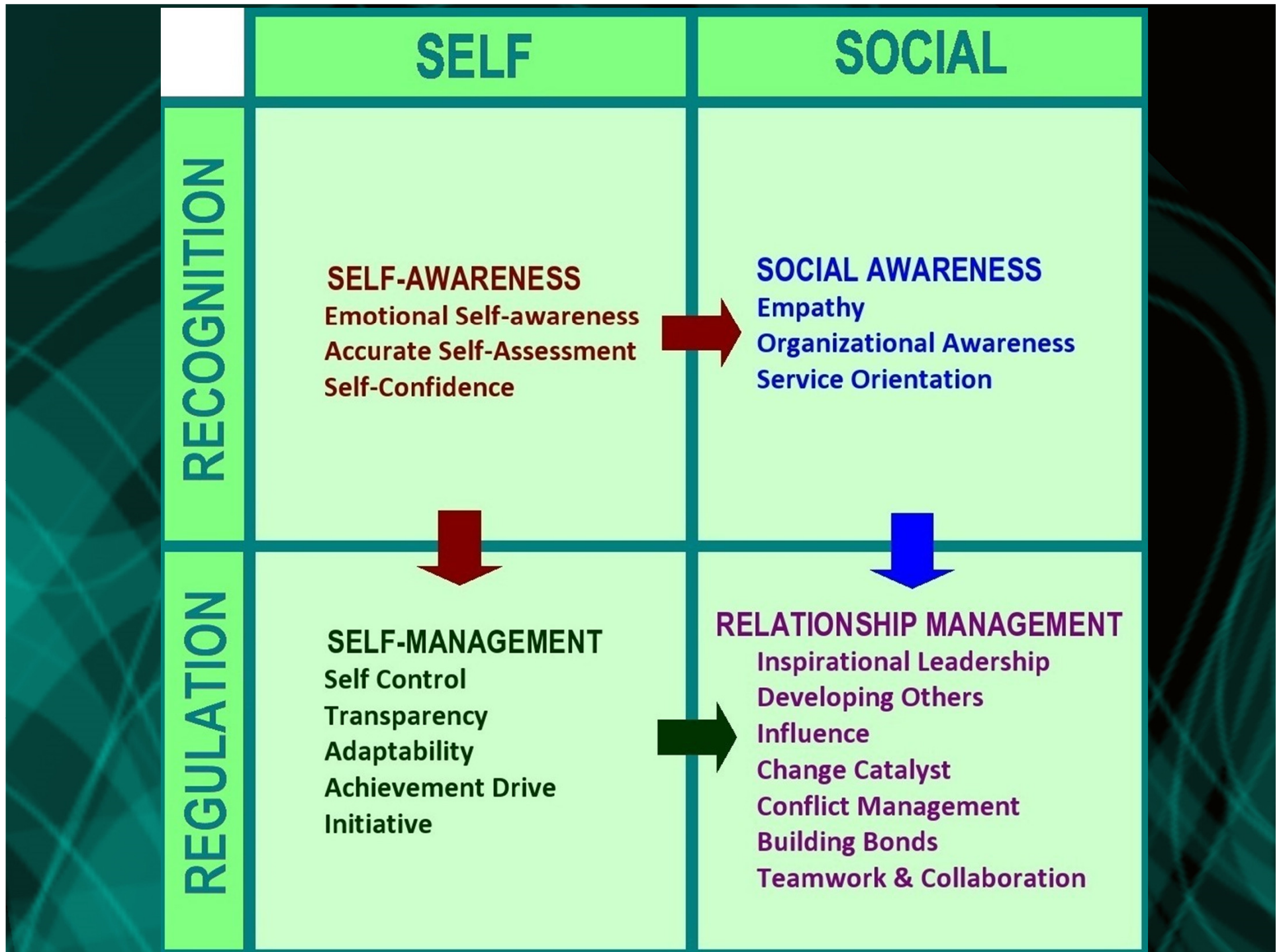
... the ability of the individual to assess and control the emotions of themselves and others.

- Emotions management
- Connections with other people



# You are emotionally intelligent if...

- **You are able to control your impulses, behaviors, and feelings (self-manage)**
- **You are able to understand the emotions and needs of other people (social awareness)**
- **You are able to recognize your own emotions and understands how this can impact your thoughts and behavior (self awareness)**
- **You are able to build healthy relationships and communicate effectively with the others (relationship management)**



# What else?

You are emotionally intelligent if

- You are curious about people
- if you can understand people
- Show interest toward others
- A good communicator and speaker

# How to develop our trainees'/ students' emotional intelligence

- Learn to recognize and manage your emotions!
- Practice empathy!
- Learn to be a good confidant!
- Become skilled at conflict resolution!
- Become a master in non-verbal communication!
- Practice humor!
- Learn to recognize stress and deal with it!

# Better EQ

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And...

**Connect!**  
**Smile!**



And again...

