



EMOTIONAL INTELLIGENCE: A SELF-HELP GUIDE

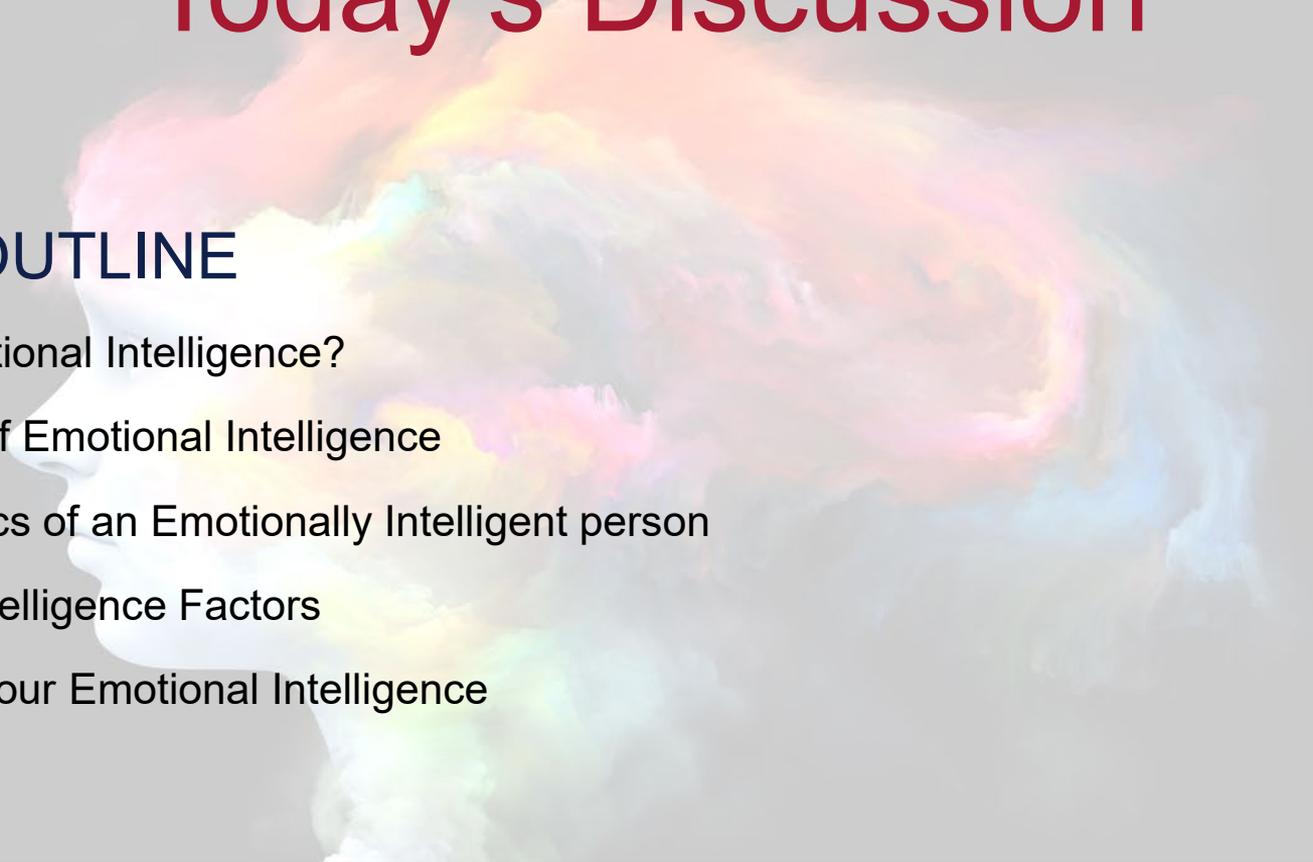
Understanding Emotional Intelligence

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*Inspiring excellence.
Transforming lives.*

Today's Discussion



TOPIC OUTLINE

What is Emotional Intelligence?

Importance of Emotional Intelligence

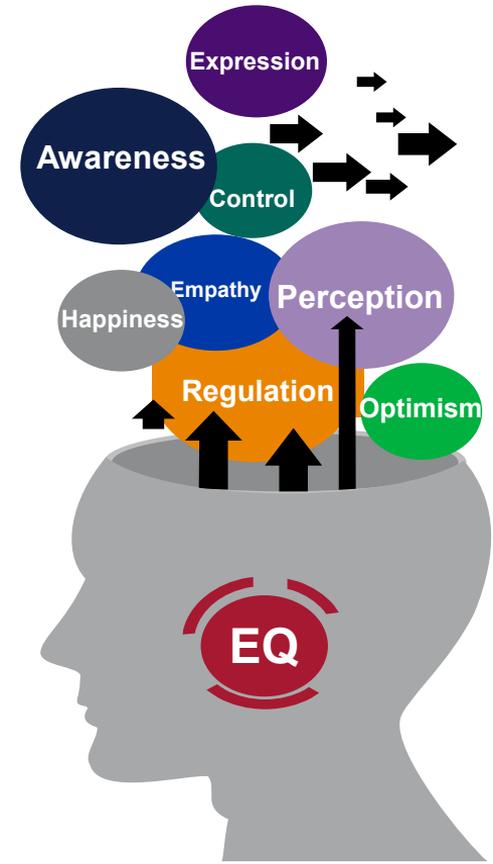
Characteristics of an Emotionally Intelligent person

Emotional Intelligence Factors

Developing your Emotional Intelligence

What is Emotional Intelligence (EQ)?

“It is a collection of traits that can help people gauge social and emotional situations and interactions with others.”



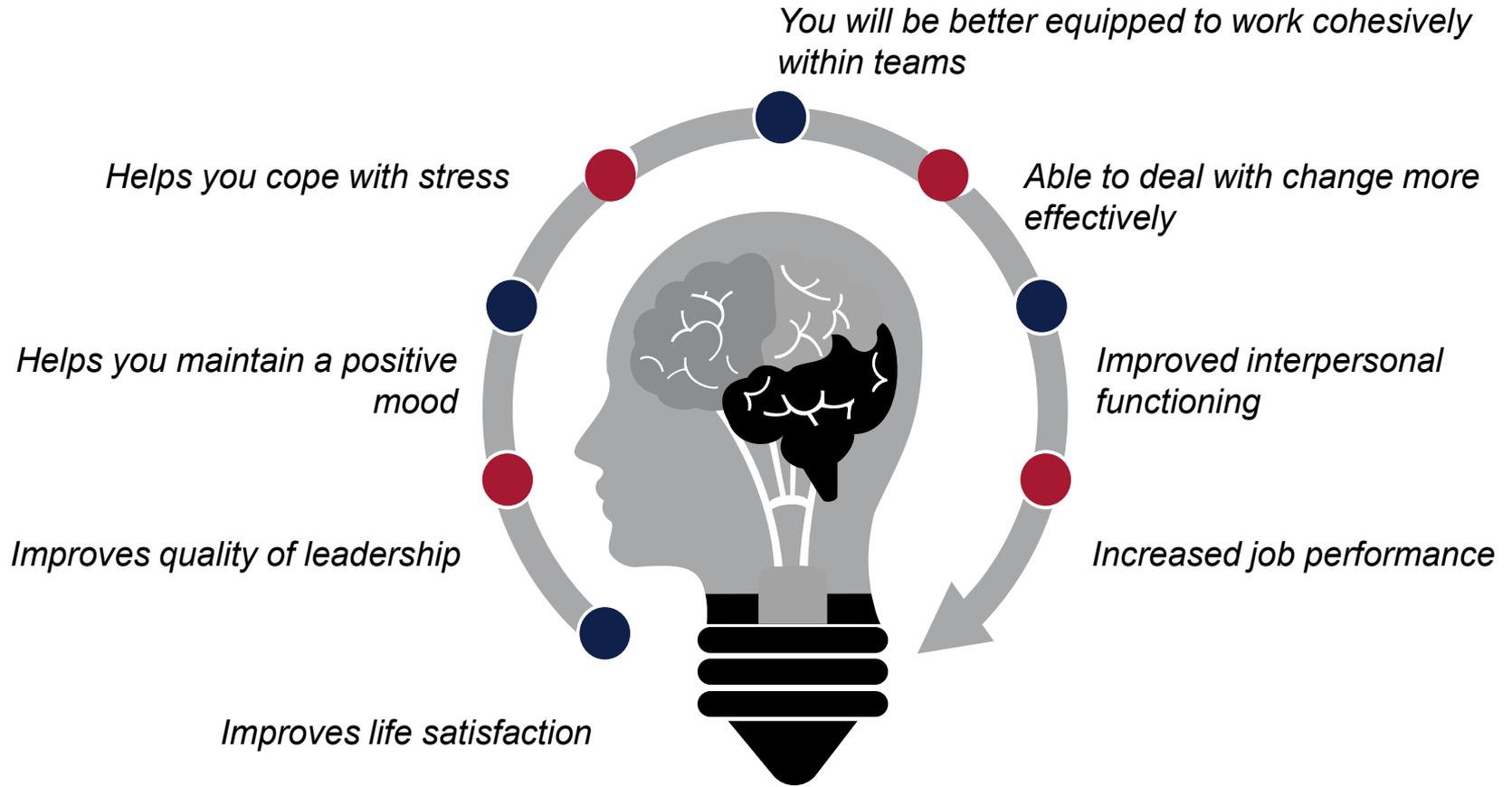
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Something to think about

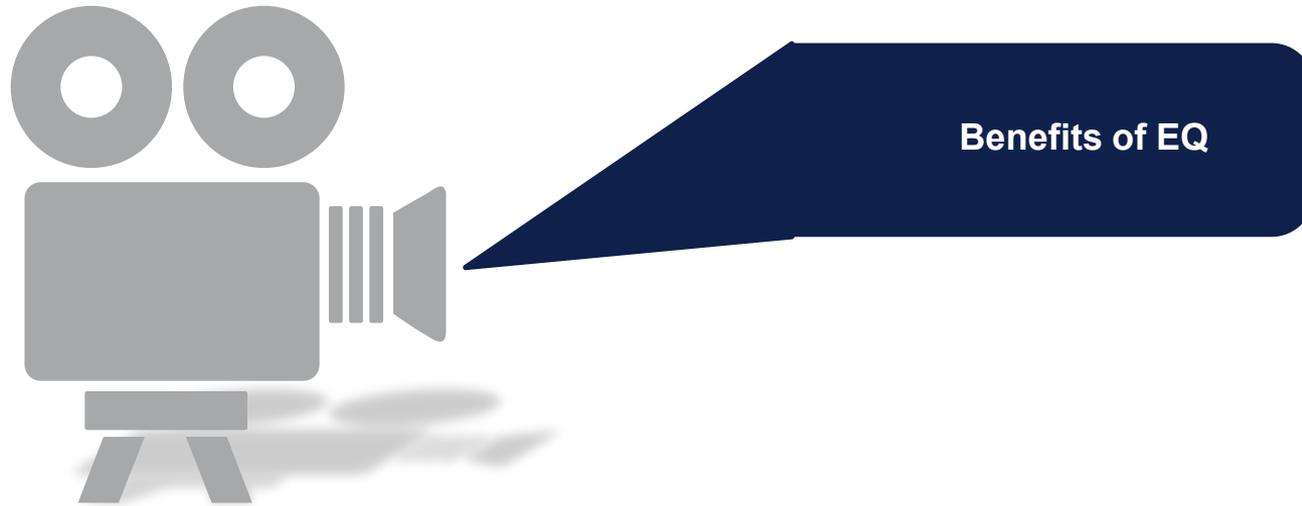
"It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head - it is the unique intersection of both"

– David Caruso

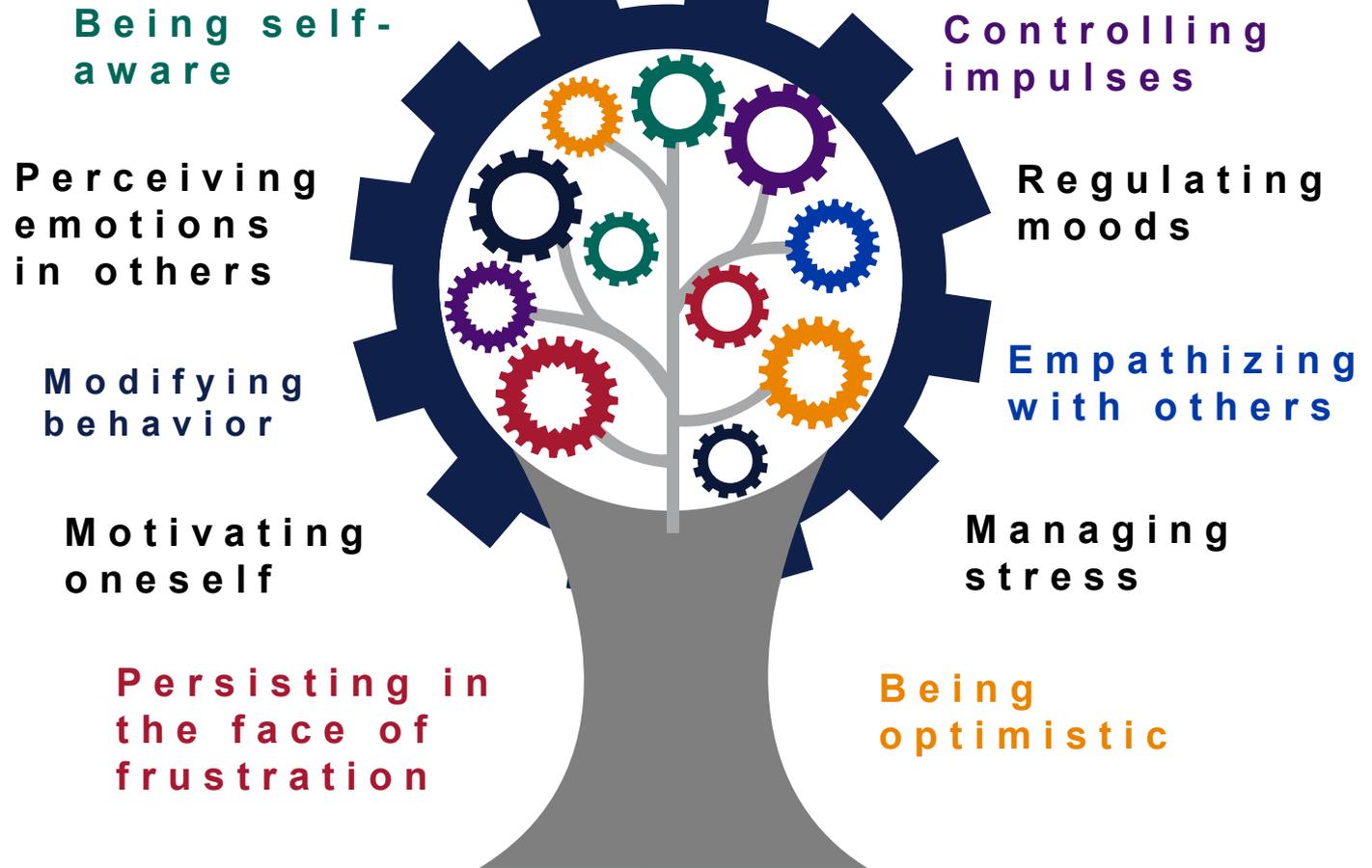
Importance of EQ



See for yourself

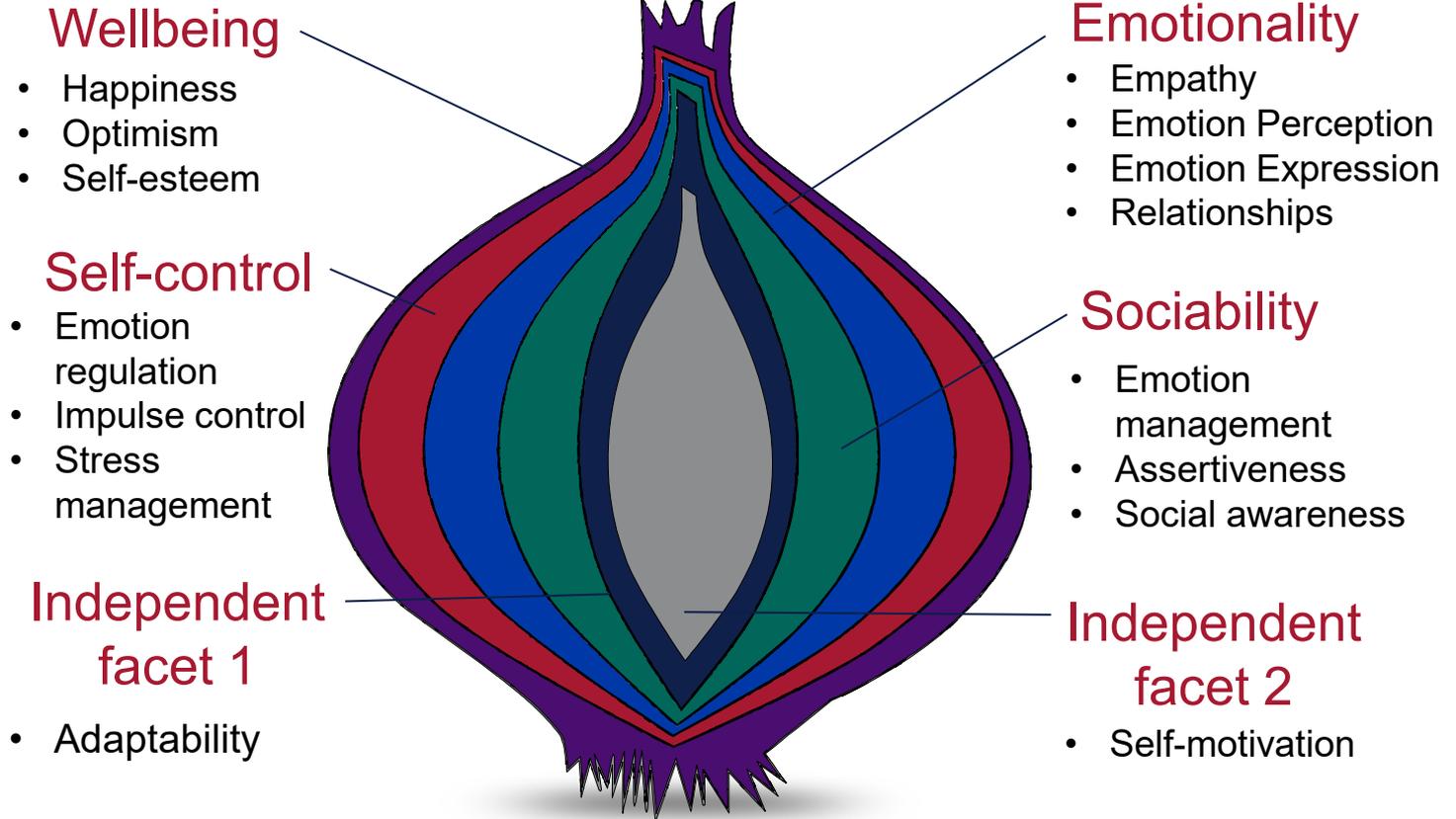


Characteristics of an Emotionally Intelligent Person

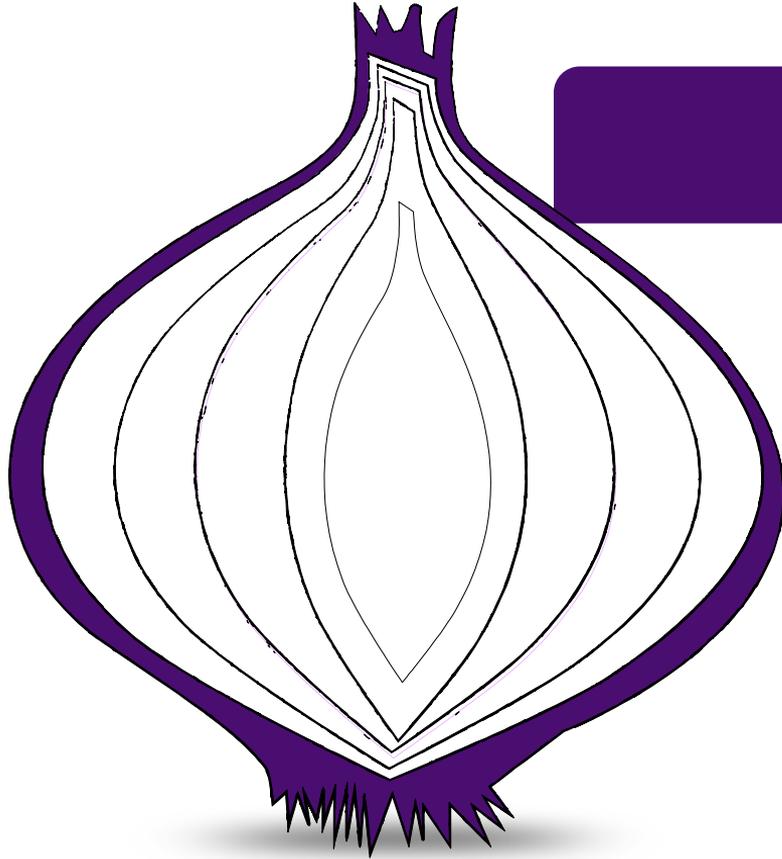


EQ has various factors and can therefore be seen as an onion with many layers.

Factors of EQ



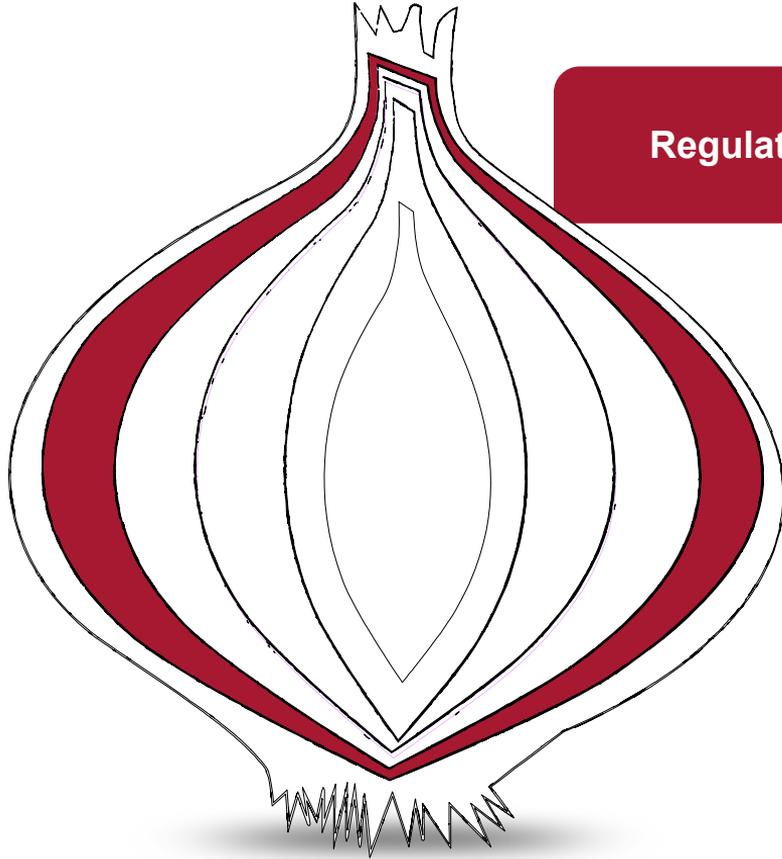
Wellbeing



Describes your overall wellbeing

- **Happiness:**
How content and how good you feel about the present.
- **Optimism:**
How positive you feel about the future.
- **Self-esteem:**
How confident you are and your levels of self-respect.

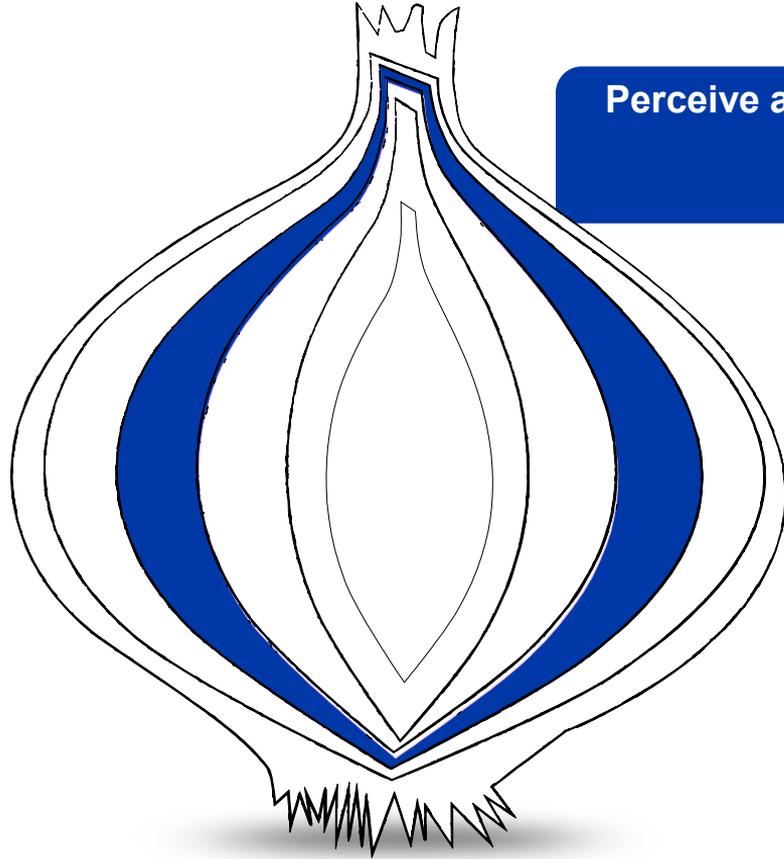
Self-control



Regulate external pressure, stress, and impulses.

- **Emotion regulation:**
Capacity to regulate your emotions.
- **Impulse control:**
Whether you think before you act.
- **Stress management:**
How well you manage pressure and stress.

Emotionality



Perceive and express emotions to develop and sustain relationships with others.

- **Empathy**
Understand other people's viewpoints and feelings.
- **Emotion perception:**
Understand your own and other's emotions.
- **Emotion expression:**
Capacity to express emotions.
- **Relationships:**
Capacity to forge and sustain fulfilling relationships.

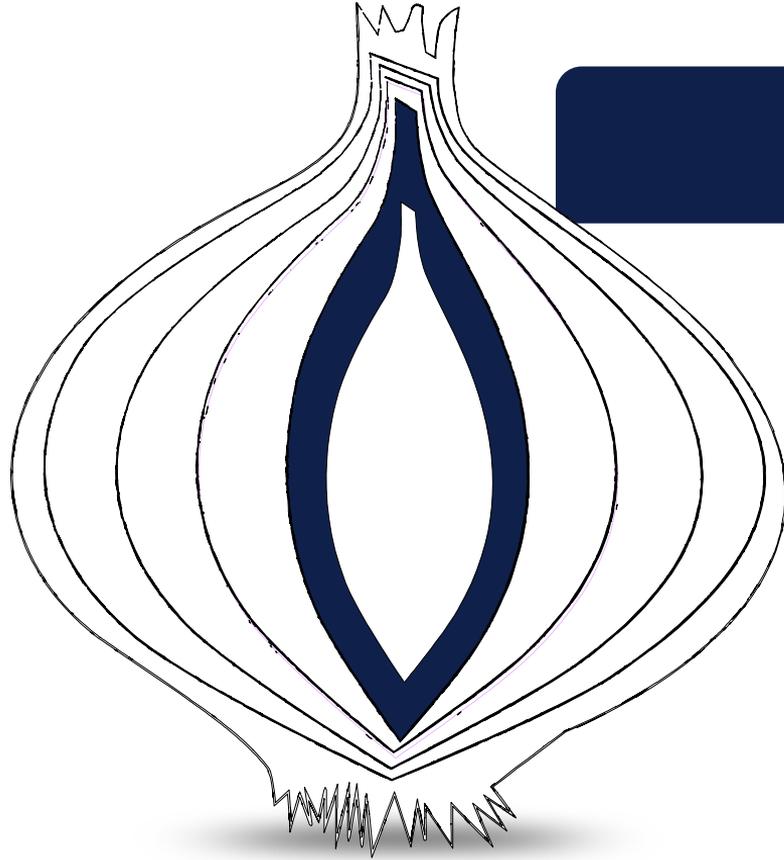
Sociability



Socialise to manage and communicate with others

- **Emotion management**
Manage other people's emotional states.
- **Assertiveness:**
Degree to which you stand up for your own rights.
- **Social Awareness:**
Feel comfortable in social contexts and behavior in the presence of people you do not know well.

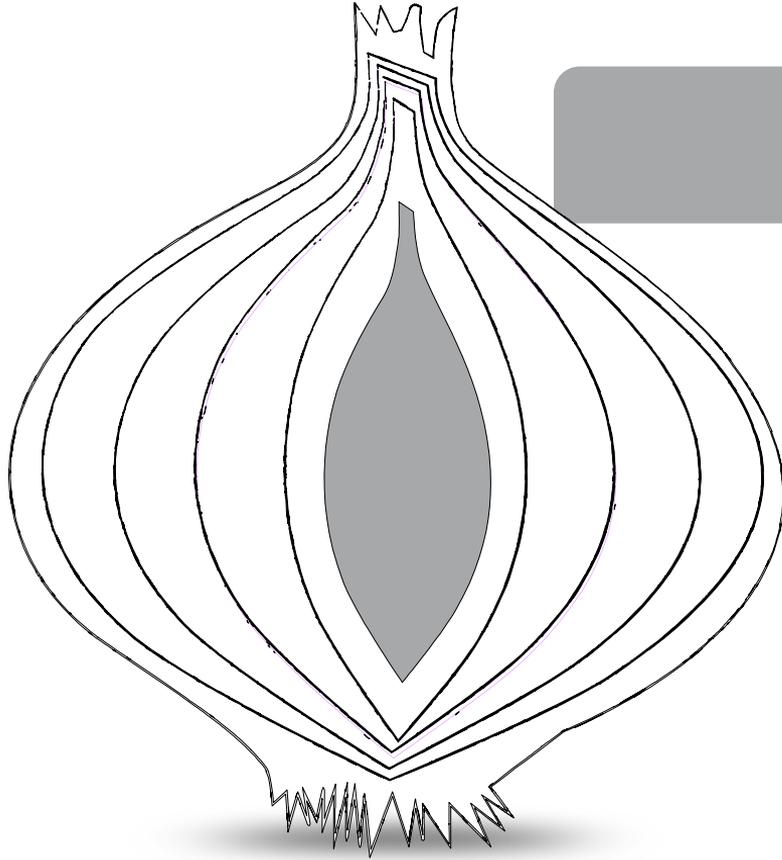
Independent facet 1



Independent facet 1

- **Adaptability:**
Adapting to new environments and conditions and how one deals with change

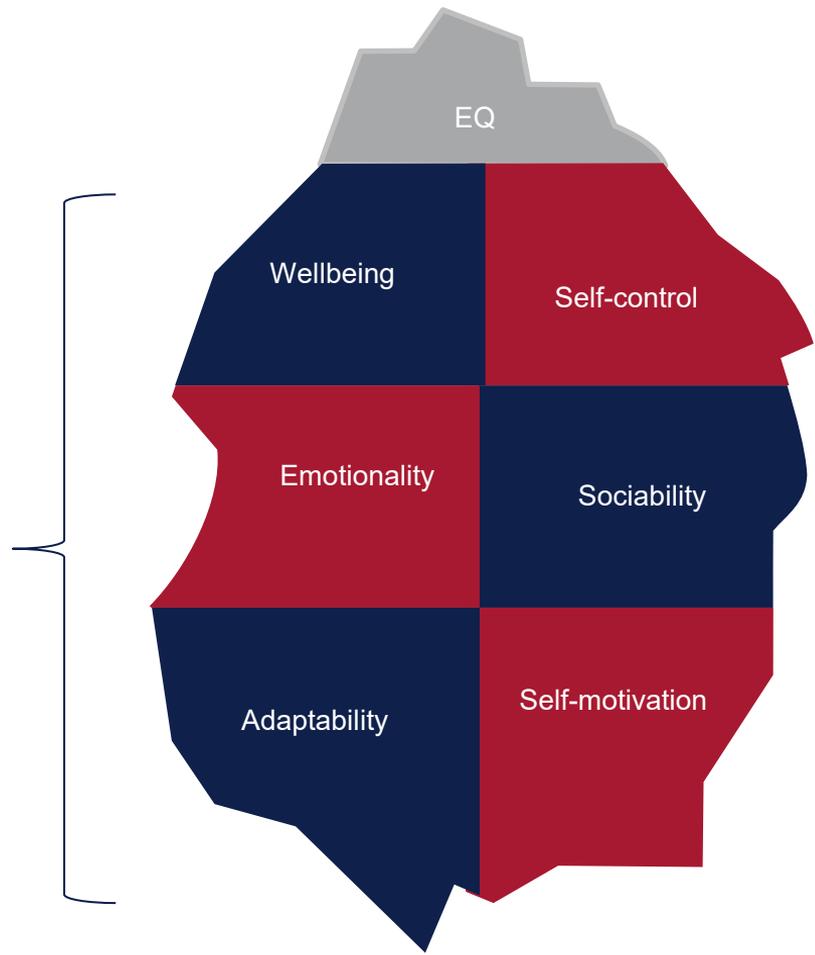
Independent facet 2



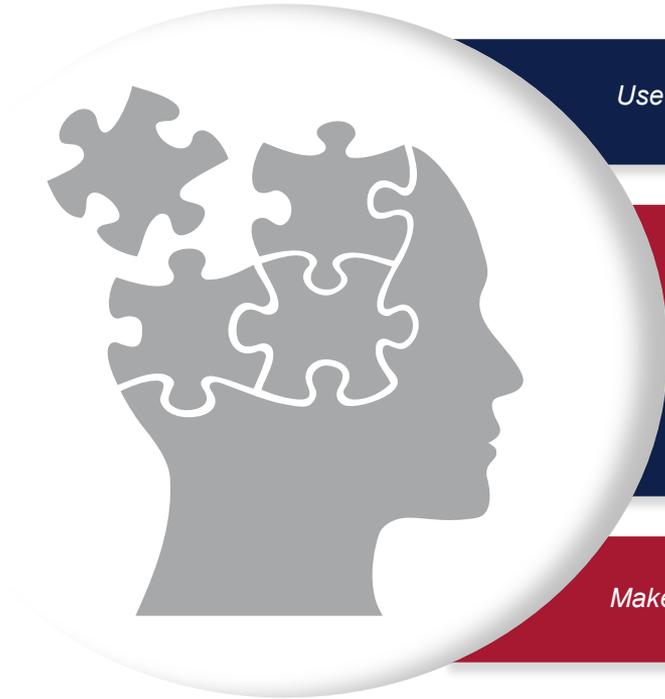
Independent facet 2

- **Self-motivation:**
Extent to which a person is driven by a need to produce work.

**EQ is much more than
what you see everyday**



How to develop EQ



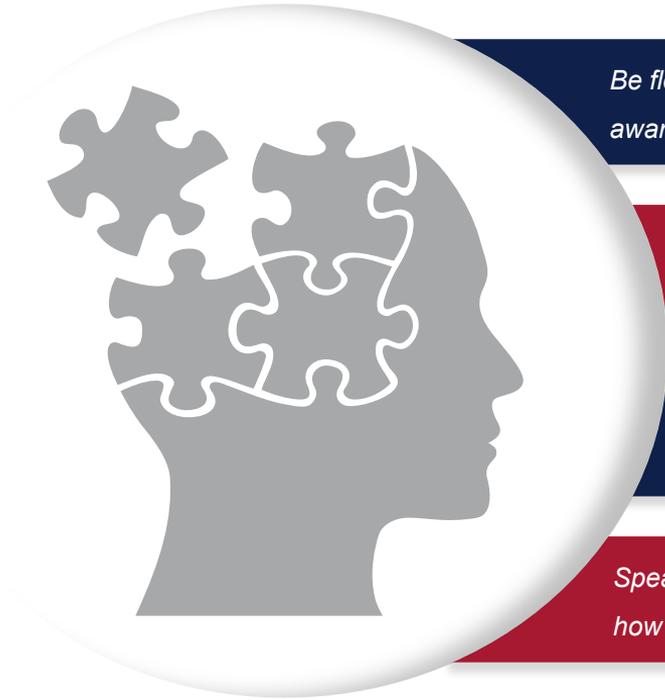
Use your body to sharpen your mind by staying healthy and exercising.

Invite feelings, not just thoughts by making it safe for people to tell you how they feel.

Establish emotional boundaries where necessary.

Make no decision based on data alone also incorporate feelings.

How to develop EQ



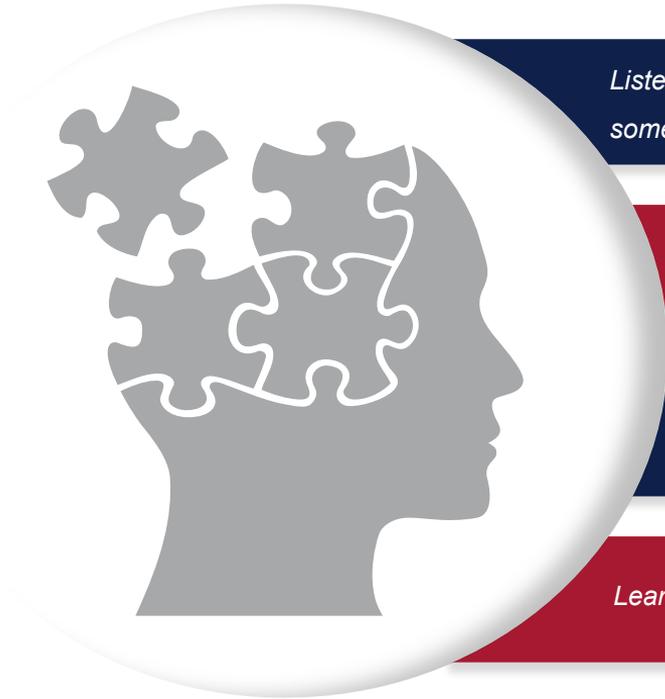
Be flexible by being ready to modify long-term goals based on active awareness of how short-term objectives are going.

Be generous by also showing gratitude and support.

Begin any negative comment with a positive one – preface criticism with appreciation.

Speak out when you feel something is important since it may change how you feel about the problem.

How to develop EQ



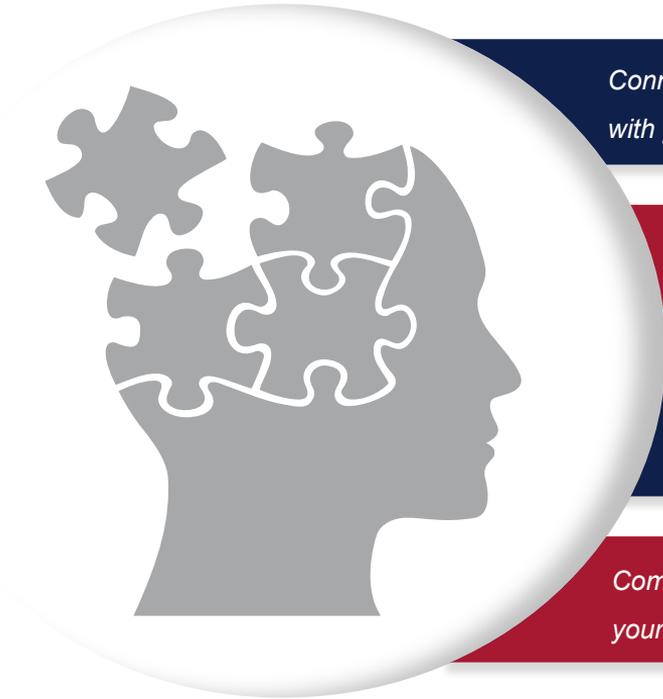
Listen with empathy by getting an instant understanding of what someone is saying.

Take the risk of appearing imperfect. High performers ask for help when they need it and admit to being wrong when they make mistakes.

Know what you want and what is important since your emotions will then help motivate you.

Learn how to quickly relieve stress and anxiety.

How to develop EQ



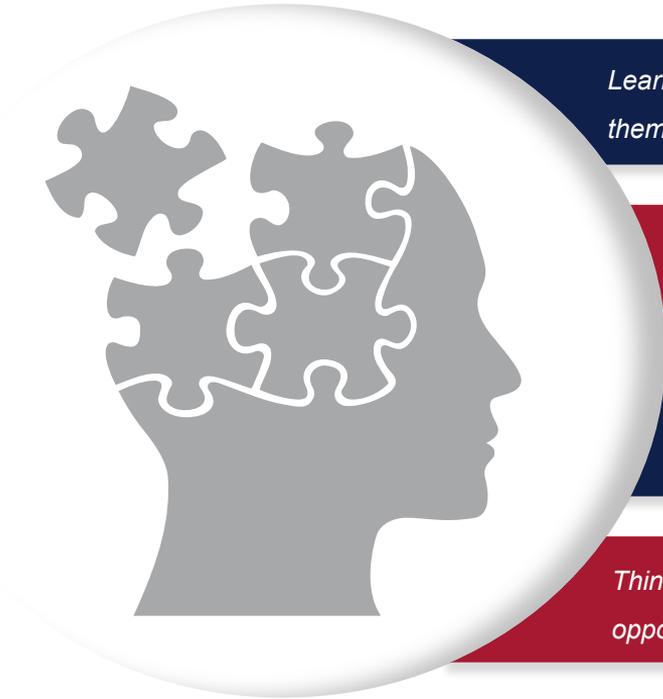
Connect to your emotions by having a moment –to-moment connection with your changing emotional experience.

Try to understand how emotions influence your thoughts and actions by linking emotions to them.

Practice mindfulness by purposely focusing your attention on the present moment, and without judgement.

Comprehend messages that your body is constantly sending you via your physical and emotional feelings.

How to develop EQ

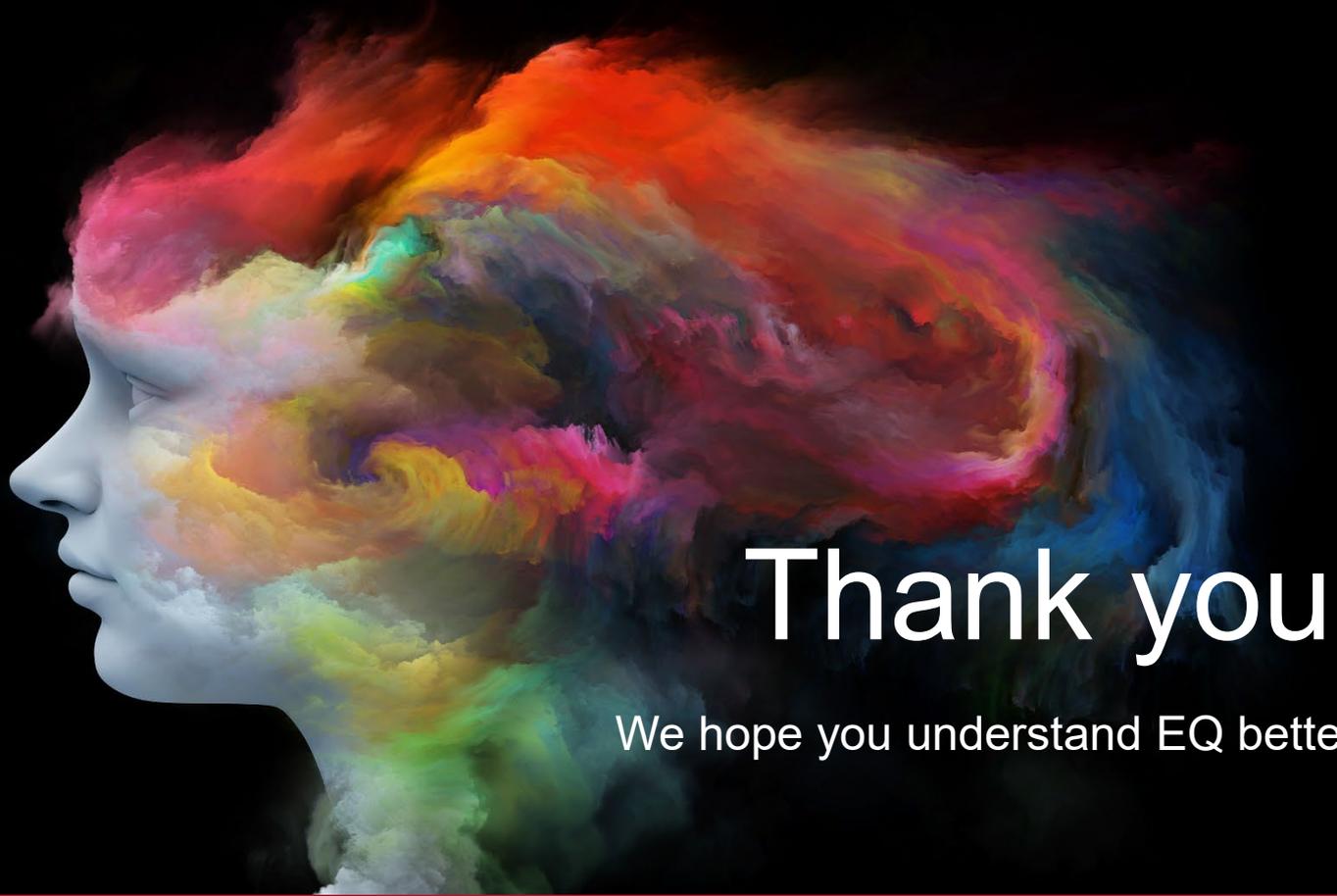


Learn how to contain your emotions, not by suppressing or ignoring them but being in charge of when and how you express them.

Embrace interdependence by being fully aware of how important other people are to your personal and professional wellbeing and don't be afraid to acknowledge this dept.

Trust your intuitive feelings since they will help you switch gears, grab opportunities and respond to emergencies.

Think and act positively by being optimistic and utilizing all opportunities and possibilities.



Thank you

We hope you understand EQ better now

Next Presentation

Remember to also familiarise yourself with the next presentation focusing on the first factor of EQ, namely:

Wellbeing



Happiness



Optimism



Self-esteem

This presentation will give you the necessary tools to develop your wellbeing as the first step in becoming an emotionally intelligent person.

Contact us for more information

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