

# Emotional intelligence

*MOTTO*  
**Motto**

„ Oricine poate deveni furios – e simplu. Dar să te enfuri pe cine trebuie, cât trebuie, când trebuie, pentru ceea ce

‘Anybody can get angry - that’s easy. It is, however, very difficult to become angry with the right person appropriately, at the right time, for things that are worthwhile and in the right manner.

-Aristotle

# Emotional intelligence

- Dr. Howard Gardner introduced the concept of 'Multiple Intelligences' in 1983. He stated that intelligence developed through formal education and measured using tests is not the only existing type but rather just one the multiple types of intelligences, also identifying what he would call Emotional Intelligence (EQ).

# Emotional Intelligence

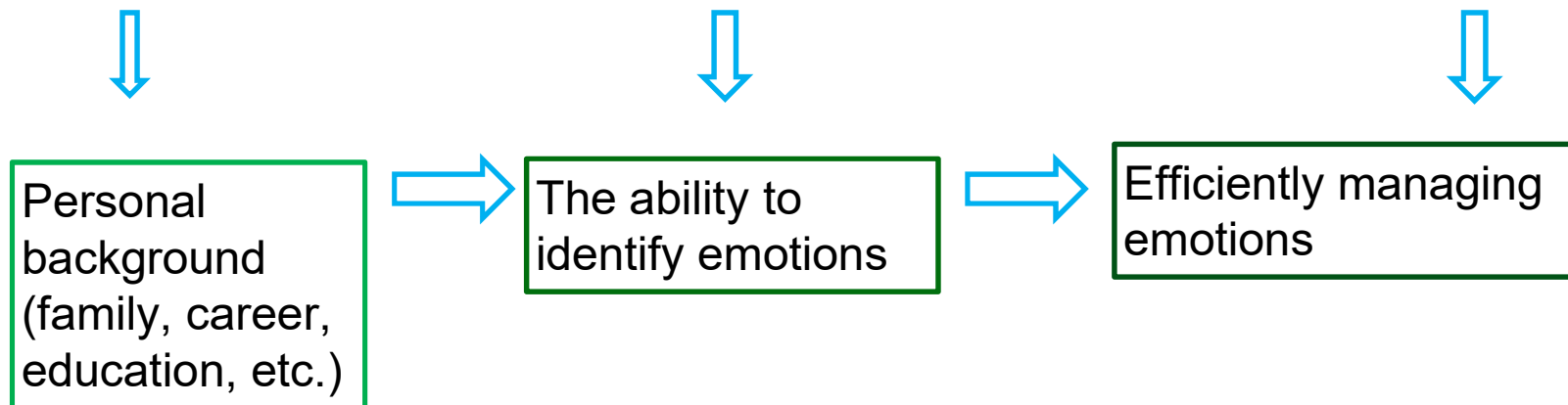


The respective term was first used in a 1990 journal authored by Peter Salovey and John Mayer. They define emotional intelligence as the ability of correctly understanding others' feelings, expressing them and also comprehending how one's own feelings impact others.

**In other words, EQ is one individual's ability of identifying and efficiently managing their emotions given their personal (career, family, education etc.) goals.**

# E.Q. by Peter Salovey and John Mayer

E.Q. Individual related to



## **Emotional Intelligence consists of 4 elements:**

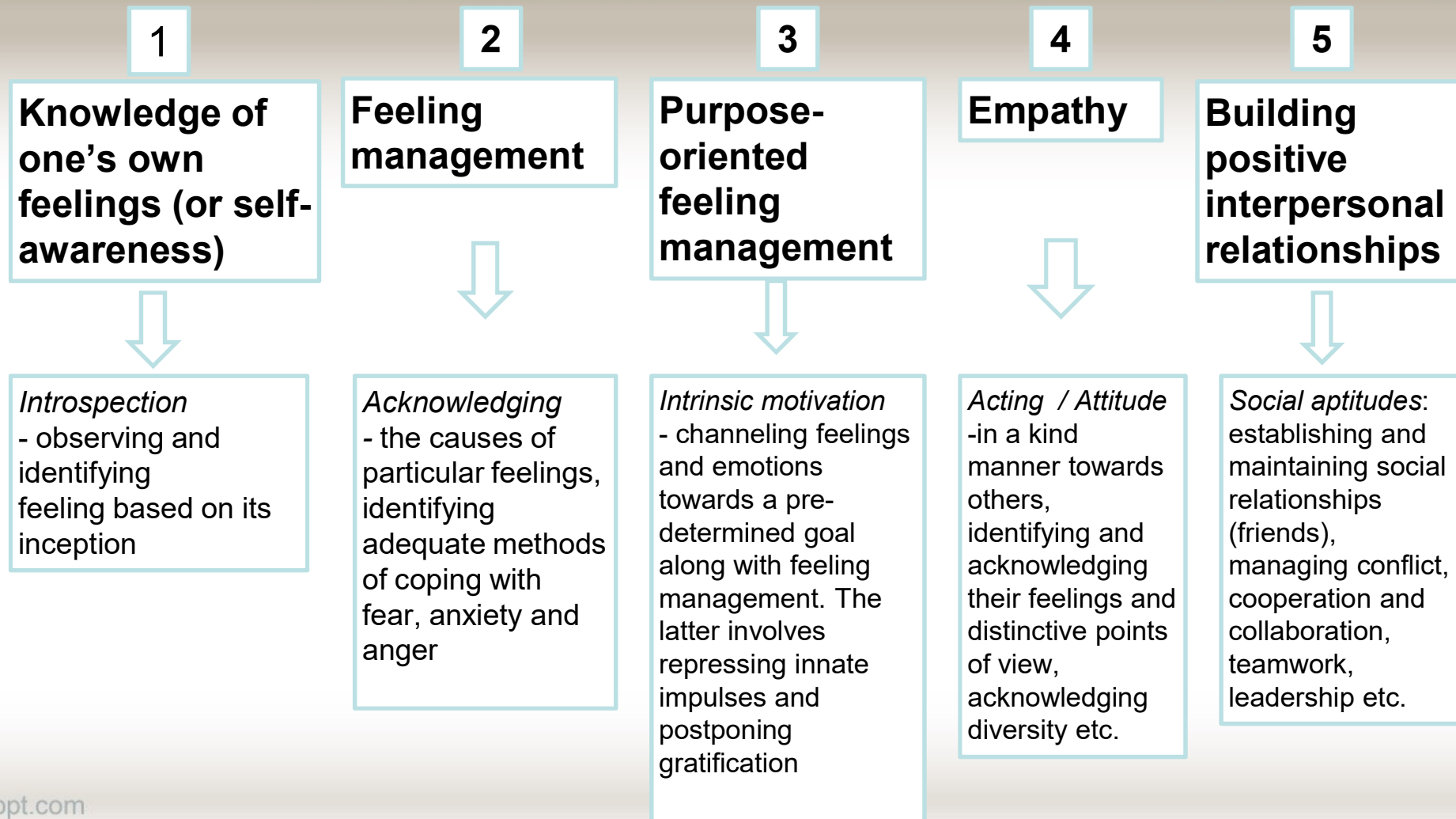
*Mayer si Salovey* distinguish 4 constitutional elements defining EQ:

- **A better understanding of one's own emotions;**
- **Increased efficiency in emotion management;**
- **A better understanding of one's social environment;**
- **Improved quality of one's social relationships and a better perception of one's perception of oneself.**

# Emotional Intelligence

- D Goleman (1995) identifies these concepts:
  - 1. Knowledge of one's own feelings**
  - 2. Emotion management**
  - 3. Purpose-oriented feeling management**
  - 4. Empathy**
  - 5. Building positive interpersonal relationships**

# Emotional Intelligence – mapping -on D. Goleman (1995) concepts





# Emotional Intelligence

## **1. Knowledge of one's own feelings (or self-awareness)**

Introspection - observing and identifying feeling based on its inception

## **2. Feeling management**

Acknowledging the causes of particular feelings, identifying adequate methods of coping with fear, anxiety and anger



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## 3. Purpose-oriented feeling management

*intrinsic motivation* – channeling feelings and emotions towards a pre-determined goal along with feeling management. The latter involves repressing innate impulses and postponing gratification

4. **Empathy-** acting in a kind manner towards others, identifying and acknowledging their feelings and distinctive points of view, acknowledging diversity etc.

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**5. Building positive interpersonal relationships** - social aptitudes such as: establishing and maintaining social relationships (friends), managing conflict, cooperation and collaboration, teamwork, leadership etc.

# Emotional Intelligence

## Training EI

Goleman believed that we should all learn and practice the constitutive elements of EQ in order to live a prosperous life

### a) **Self-awareness** :

- being able to identify and name feelings;
- understanding the nature of feelings;
- acknowledging the differences between feelings and action.

### b) **Feeling management** :

- practicing anger-management and dealing with one's innate dissatisfactions;
- expressing anger in a natural fashion, refraining from aggression;
- practicing self-esteem and nurturing positive feelings towards oneself, education or family;
- stress-management ;
- escaping loneliness and social-anxiety.

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## c) **Intrinsic motivation** (proactive use of feelings) :

- taking responsibility of one's actions;
- maintaining focus in work;
- practicing self-control and managing recalcitrancy;
- improving one's score in creativity tests.

## d) **Empathy - 'reading' emotions** :

- placing oneself in the other's shoes;
- practice active listening;
- improving one's empathy towards others' feelings.

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## e) : **Developing interpersonal relationships**

- developing analytical skills;
- developing negotiation skills applicable in casual disputes ;
- being more assertive, open-minded and strategical when conveying a message;
- being actively involved in the conversation;
- promoting group integration;
- being more supportive;
- adopting a democratic outlook regardless of the conversation's context (ex. business)

# Emotional Intelligence

- Several studies have shown that EQ is one of the best indicators when it comes to determining future life outcomes of children as opposed to the more traditionally and widely-accepted IQ.
- EQ can be conceptually understood, developed and improved regardless of age. It combines personal skills with experience.



## Bibliography:

-Goleman, D. “*Inteligența emoțională*”, Editura Curtea Veche, București, 2008.

-Roco, M.,(2001), *Creativitate și inteligență emoțională*, Polirom, Iași