

EQ TIP SHEET

EQ SNAPSHOT

Emotional intelligence is a set of skills and behaviours that can be learned, developed, and enhanced. **There are four main components:**



SELF-AWARENESS

Self-awareness is the ability to identify and understand our emotions and the impact we have on others. People who are self-aware tend to be more confident and more creative. They also make better decisions, build stronger relationships, and communicate more effectively.

SELF-REGULATION

Once we're aware of our emotions, we can begin to manage them. People with strong self-regulation can pause and take a deep breath in tense situations. They know how to remain calm and think before they speak or act. They tend toward a positive outlook and are adaptable.

SOCIAL AWARENESS

Social awareness is our ability to understand the emotions of others. A key factor is empathy – identifying and acknowledging what others feel, and collaborating to help them improve their experience.

SOCIAL SKILLS

Skills such as influence, conflict management, teamwork, and active listening help build and maintain healthy relationships. People with strong social skills are comfortable sharing honest and constructive feedback and know how to encourage people towards positive action.

People with low EQ:

- Often feel misunderstood
- Get upset easily
- Become overwhelmed by emotions
- Have problems being assertive

People with high EQ:

- Understand the links between their emotions and how they behave
- Remain calm and composed during stressful situations
- Are able to influence others toward a common goal
- Handle difficult people with tact and diplomacy

Adapted from [How to Improve Your Emotional Intelligence | Harvard DCE](#)

For more information, see also Daniel Goldman's article in *Business & Leadership* [What Makes a Leader?](#)

Bruce Williams

www.brucewilliams.com.au