

“Emotional intelligence is the ability to understand one’s emotional make-up and the emotional make-up of others and to use insight from this knowledge to effectively manage and regulate one’s own emotions to make good decisions and to act effectively.”

EQ Qualities and Definitions

1. Intrapersonal: The ability to know and manage yourself.

- Emotional Self Awareness- ability to recognize and understand one’s feelings and emotions, differentiate between them, and know what caused them and why.
- Assertiveness- ability to express feelings, beliefs and thoughts and defend one’s rights in a non-destructive way.
- Self-Regard- ability to look at and understand oneself, respect and accept oneself, accepting one’s perceived positive and negative aspects as well as one’s limitations and possibilities.
- Self-Actualization- ability to realize one’s potential capacities and to strive to do that which one wants to do and enjoys doing.
- Independence- ability to be self-reliant and self-directed in one’s thinking and actions and to be free of emotional dependency; these people may ask for and consider the advice of others, but they rarely depend on others to make important decisions or do things for them.

2. Interpersonal: Ability to interact and get along with others.



- Interpersonal Relationship- ability to establish and maintain mutually satisfying relationships that are characterized by intimacy and by giving and receiving affection.
 - Empathy- ability to be attentive to, to understand, and to appreciate the feelings of others... it is being able to “emotionally read” other people.
 - Social Responsibility- ability to demonstrate oneself as a cooperative, contributing, and constructive member of one’s social group.
- 3. Adaptability: Involves your ability to be flexible and realistic, and to solve a range of problems as they arise.**
- Problem Solving-ability to identify and define problems as well as to generate and implement potentially effective solutions.
 - Reality Testing- ability to assess the correspondence between what is experienced (the subjective) and what in reality exists (the objective).
 - Flexibility-ability to adjust to one’s emotions, thoughts, and behavior to changing situations and conditions.
- 4. Stress Management: Concerns your ability to tolerate stress and control impulses**
- Stress Tolerance- ability to withstand adverse events and stressful situations without falling apart by actively and confidently coping with stress.
 - Impulse Control- ability to resist or delay an impulse, drive, or temptation to act.
- 5. General Mood: A positive countenance contributes greatly to the effectiveness of a leader and a contributing team member.**
- Happiness- ability to feel satisfied with one’s life, to enjoy oneself and being with others, and to have fun.
 - Optimism- ability to look at the brighter side of life and to maintain a positive attitude, even in the face of adversity.