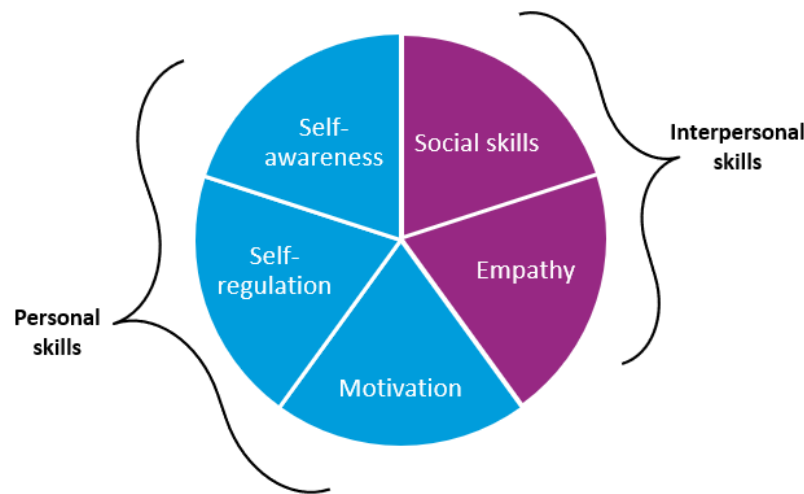


# EMOTIONAL INTELLIGENCE (EQ)

## *Frontline Leader Snapshot*

Emotional Intelligence (EQ) is a skill set that gives you the ability to be aware of your own, and others' emotions; and to manage your own emotions to optimize professional and personal relationships. Emotional intelligence is often referred to as EQ, or emotional quotient.

The emotional intelligence skill set, as defined by author and science journalist Daniel Goleman, consists of five skills. Three of these skills focus on internal self-perception and management, and the other two are concerned with interactions with others.



### PERSONAL SKILLS

- **Self-Awareness** – your ability to know what you are feeling in any given situation, and to be conscious of your emotional tendencies. It's being honest with yourself about what makes you behave in certain ways, and which people and scenarios cause you to react impulsively.
- **Self-Regulation** – combining your self-awareness with rational thought to control disruptive feelings and impulses – to think before you act. It's about being flexible and managing your behavior so you conduct yourself in a positive way.
- **Motivation** – a drive to work toward goals that have little to do with external rewards such as money or prestige. It's a tendency to pursue goals with passion and determination.

### INTERPERSONAL SKILLS

- **Empathy** – the ability to perceive other people's emotional to a point where you are able to accurately identify what is going on with them.
- **Social Skills** – involve using the other four EQ skills to manage and build relationships over time. They develop and maintain professional and personal relationships by using their awareness of their own, and other people's emotions.

Please refer to your Frontline Leader Workshop Manual titled *"Emotional Intelligence for Business Professionals"* for more information and tips to help with your leadership skills during this challenging time.