

Emotional Intelligence

Beyond IQ smarts is your “EQ,” or emotional quotient, where you develop capabilities that assist you in reacting appropriately to your own feelings as well as situations with which you are presented. That could come in handy, don’t you think?

It’s all part of Emotional Intelligence (EI), defined by author Daniel Goleman in *Emotional Intelligence* as “the capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.” Goleman states that EI drives two-thirds of an individual’s performance and that it is four times more important than IQ. In addition, EI has twice the weight of cognitive ability and technical skill combined in terms of overall success.

EI Capabilities

An emotionally intelligent person demonstrates the ability to:

Know themselves

- Able to assess themselves realistically
- Has deep understanding of their own strengths, weaknesses, needs and drives
- Recognizes how their feelings affect themselves and others



Manage their feelings and impulses

- Controls bad moods and emotional impulses
- Chooses their words carefully
- Avoids hasty judgments
- Creates an environment of trust and fairness

Be self confident, with a firm grasp of their own capabilities

Take some time
to keep in Mind ...

...people often *feel* before they *think* or *act*. Therefore developing your emotional competency

helps to “rewire” your responses to your own feelings which, in turn, helps to change your responses to a situation. Outcomes are likely to be more effective if the response to a situation is more appropriate.

Understand social dynamics

- Understands how the organization works
- Able to sense how people are feeling
- Understands various viewpoints
- Brings conflict out into the open
- Willingly collaborates across boundaries

Be socially advanced

- Has a talent for finding common ground with people of all kinds and has a network of people in place when the time for action comes
- Committed to helping people improve
- Friendly with a purpose: moving people in the direction they desire
- Excellent persuader and collaborator

As these capacities are developed, EI provides individuals with the capability to change and grow, and to be flexible and responsive while engaging others. These are the building blocks of leadership and managing relationships, and some very helpful abilities for student leaders to cultivate as you focus on the human element associated with your position.

Adapted from an article by Lisa Currie, Director of Health Education for Wesleyan University (CT), for PaperClip Communications