

Emotional Intelligence

Emotional Intelligence (developed by Daniel Goleman, 1995) is the *“ability to recognise and control your own emotions, and understand what those emotions are telling you”*. This also means that you can recognise the emotional wants and needs of others and respond appropriately. Put simply, emotional intelligence determines your self-awareness and your people skills.

People with high emotional intelligence know what they are feeling, what their feelings mean and how their feelings affect them and others.

Emotional Intelligence is necessary for building trust, creating a sense of identity and efficacy, solving problems with others, cooperating, and participating productively in a group.

Below is a diagram illustrating the typical attributes of people with high Emotional Intelligence.

