

EMOTIONAL INTELLIGENCE: Why It Can Matter More Than IQ

By Daniel Goleman, Bantam Books, N.Y., 1995

Academic intelligence is not the same thing as emotional intelligence. E.I. = the ability to guard or manage one's emotions so as to deal constructively with reality. Such E.I. involves the following 5 characteristics:

1. Emotional Self-Awareness = recognizes a feeling as it happens is key. Is not at the mercy of one's feelings.

- *Able to recognize, name and monitor one's emotions
- *Able to understand the causes of one's feelings
- *Can recognize the difference between feelings and actions
- *Knowing one's true feelings enables one to make better decisions in life

2. Managing Emotions = handling them so they are appropriate, soothing oneself, shaking off rampant fears or anger, dealing with the consequences of failure = can bounce back quickly, is not constantly battling feelings of distress.

- *Can tolerate frustration and manage anger by expressing it appropriately
- *Avoids verbal put-downs, fighting and disruption
- *No self-destructive behavior
- *Has positive feelings towards self, family, work, life
- *Able to handle stress
- *Creatively deals with loneliness and social fears

3. Harnessing Emotions Productively = can marshal one's emotions to reach a goal, will be self-motivating, can delay gratification and stifle impulsiveness so as to enhance effectiveness and productivity.

- *Is responsible
- *Can focus on a task at hand and pay attention
- *Exercises self-control, is not impulsive

4. Empathy: Reading Emotions = are attuned to social signals on what others want or need, are altruistic/compassionate.

- *Can take another's perspective
- *Is sensitive to others' feelings
- *Able to listen to others
- *Is loving, can give more than receive

5. Handling Relationships = can manage emotions in others, interact smoothly with others, are popular with others.

- *Able to analyze and understand relationships
- *Can resolve conflicts and negotiate disagreements
- *Can solve relationship problems
- *Is assertive and skilled at communicating
- *Is friendly and involved with peers
- *Is sought out by peers
- *Is concerned and considerate
- *Is pro-social and harmonious in groups
- *Is sharing, cooperative and helpful
- *Is democratic in dealing with others