

EQ Definitions

Intrapersonal

Emotional Self-Awareness

Emotional self-awareness is the ability to recognize and understand one's feelings and emotions, differentiate between them, and know what caused them a why.

Benefit: In the workplace, good emotional self-awareness promotes successful conflict resolution and leads to improved interaction between staff.

Assertiveness

Assertiveness is the ability to express feelings, beliefs and thoughts and defend one's rights in a nondestructive manner. Assertiveness is composed of three basic components: (1) the ability to express feelings (e.g., to accept and express anger, warmth, and sexual feelings), (2) the ability to express beliefs and thoughts openly (i.e., being able to voice opinions, disagree, and take a definite stand, even if it is emotionally difficult to do.), and (3) the ability to stand up for your personal rights (i.e., not allowing others to take advantage of you.)

Benefit: In the workplace, proper assertiveness helps individuals to work more cohesively and to share ideas effectively.

Self-Regard

Self-Regard is the ability to respect and accept oneself as basically good. Respecting oneself is liking the way one is. Self-acceptance is the ability to accept one's perceived positive and negative aspects as well as one's limitations and possibilities.

Benefit: In the workplace, employees who have a high self-regard have better work attitudes and behaviors. Better self-confidence means better performance.

Self-Actualization

Self-Actualization is the ability to realize one's potential capabilities and to strive to do that which one wants to do and enjoys doing - becoming involved in pursuits that lead to a meaningful, rich and full life. This factor is associated with persistently trying to do what is best and trying to improve oneself in general.

Benefit: In the workplace, high self-actualization is connected with good motivation and team performance.

Independence

Independence is the 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 for them.

Benefit: In the workplace, the proper balance is for people to "think for themselves" and yet still listen to and utilize ideas from others when appropriate.

Interpersonal

Empathy

Empathy is the *ability to be aware of, to understand, and to appreciate the feelings of others*. It is “tuning in” (being sensitive) to what, how and why people feel the way do.

Benefit: In the workplace, understanding the duties and demands being placed on fellow staff members creates cohesive functioning. Understanding others’ points of view will help make you a team player.

Interpersonal Relationship

Interpersonal relationship skill is *the ability to establish and maintain mutuality satisfying relationships that are characterized by intimacy and by giving and receiving affection*. Mutual satisfaction includes meaningful social interchanges that are potentially rewarding and enjoyable.

Benefit: In the workplace, good interpersonal relations translate into effective communication within and between departments.

Social Responsibility

Social Responsibility is *the ability to demonstrate oneself as a cooperative, contributing, and constructive member of one’s social group*. This ability involves acting in a responsible manner, even though one may not benefit personally. Socially responsible people have social consciousness and a basic concern for others.

Benefit: In the workplace, social responsibility means contributing to recognized departmental and company goals.

Adaptability

Problem Solving

Problem solving aptitude is *the ability to identify and define problems as well as to generate and implement potentially effective solutions*. Problem solving includes the ability to go through the process of (1) sensing a problem and feeling confident and motivated to deal with it effectively, (2) defining and formulating the problem as clearly as possible, (3) generating as many solutions as possible, and (4) making a decision to implement one of the solutions.

Benefit: In the workplace, the method used for problem solving is critical: viable alternative solutions must be considered, including a cost/benefit analysis and long-term implications.

Reality Testing

Reality Testing is *the ability to assess the correspondence between what is experienced (the subjective) and what in reality exist (the objective)*. Testing the degree of correspondence between what one experiences and what actually exists involves a search for objective evidence to confirm, justify, and support feelings, perceptions and thoughts. Reality Testing involves “tuning in” to the immediate situation, attempting to keep things in the correct perspective.

Benefit: In the workplace, the focus should be on practicality and not on unrealistic expectations.

Flexibility

Flexibility is *the ability to adjust one's emotions, thoughts and behavior to changing situations and conditions*. This component of emotional intelligence refers to one's overall ability to adapt to unfamiliar, unpredictable and dynamic circumstances. Flexible people are agile, synergistic, and capable of reacting to change, without rigidity.

Benefit: In the workplace, those high in flexibility perform better in positions where tasks are dynamic and changing. Those low in flexibility perform better at more well-defined tasks requiring reliability and consistency.

Stress Management

Stress Tolerance

Stress Tolerance is *the ability to withstand adverse events and stressful situations without "falling apart" by actively and positively coping with stress*. It is the ability to weather difficult situations without getting too overwhelmed. This ability is based on (1) the capacity to choose courses of action for coping with stress, (2) an optimistic disposition toward new experiences and change in general and towards one's ability to successfully overcome the specific problem at hand, and (3) a feeling one can control or influence a stressful situation.

Benefit: In the workplace, effective stress tolerance has to do with managing reasonable workloads, establishing clear priorities and meeting realistic deadlines.

Impulse Control

Impulse Control is *the ability to resist or delay an impulse, drive, or temptation to act*. It entails the capacity for accepting one's aggressive impulses, being composed, and controlling aggression, hostility and irresponsible behavior.

Benefit: In the workplace, rash actions can be costly. Mistakes can often be avoided simply by taking the time to stop and think.

General Mood

Happiness

Happiness is *the ability to feel satisfied with one's life, to enjoy oneself and others and to have fun*. Happiness combines self-satisfaction, general contentment, and the ability to enjoy life. Happy people often feel at ease in both work and leisure. Happiness is associated with a general feeling of cheerfulness and enthusiasm.

Benefit: In the workplace, positive moods lift spirits, create resonance and help overall performance.

Optimism

Optimism is *the ability to look at the brighter side of life and to maintain a positive attitude, even in the face of adversity*. Optimism assures a measure of hope in one's approach to life. It is a positive approach to daily living.

Benefit: In the workplace and optimistic attitude helps ward off stress while creating resonance that increases one's productivity.