



# The Benefits of Emotional Intelligence

Emotional Intelligence (EI) is linked to personal and professional development, success and improved decision-making abilities. It impacts more than just how we manage our behavior, Emotional Intelligence helps us to navigate social interactions more successfully. When we are better able to navigate social interactions and take others' emotions into consideration, we make decisions that are better for ourselves and those around us. The following are additional benefits of increased EI:

### **Increased Professional Development and Leadership Skills**

Understanding the consequences of our decisions and considering those consequences beforehand allow us to make more thoughtful decisions.

### **Increased Conflict Management Skills**

A high EI can assist us in effectively managing conflict. When communication breaks down and people become defensive it has a negative impact on our ability to resolve conflict. A person who lacks EI is going to have a difficult time trying to successfully navigate conflict. If a person is unable to manage their emotional triggers, they will react out of anger, defensiveness and resort to blaming, attacking, stonewalling, yelling or shutting down completely. On the flip side of this, it is also important to be aware of other people's triggers. It is difficult to resolve conflict if awareness of both your own triggers and that of others is non-existent.

### **Increased Listening Skills**

Listening is critical. When strong emotions are triggered, most people stop focusing on listening and start formulating a response. It is important to make an effort to respond rather than react in times of conflict.

### **Increased Ability to Deal with Stress**

EI can be used to help us deal more effectively with stress. Self-awareness is key to recognizing negative feelings and managing those feelings to prevent them from escalating. Uncontrolled or misunderstood emotions can lead to stress. Deciphering between feelings of stress, anxiety, sadness, irritability, anger, and fear and where they are coming from help us better manage those emotions. People with higher EI tend to perceive situations initially as less stressful. This means that from the onset of a stressful situation, the Emotionally Intelligent person has an advantage of handling the situation by responding rather than reacting.

For further guidance on the benefits of developing Emotional Intelligence, reach out to the EAP. We are here for you. Find more information by visiting [EAP4YOU.com](http://EAP4YOU.com) or by giving us a call at 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341.