



The Four Components of Emotional Intelligence

Emotional intelligence (EI) is our ability to understand and manage our own emotions while recognizing how our responses and behaviors influence others. In a practical sense, EI is our ability to:

- **accept criticism**
- **take responsibility**
- **move on after a mistake**
- **communicate feelings**
- **successfully solve problems**
- **have good listening skills**
- **understand your actions**
- **avoid being judgmental**

The Emotionally Intelligent person can remain calm in times of change or crisis, they are able to focus and concentrate on the task at hand despite feeling upset or anxious, and they can think clearly when it is time to make decisions. Let's look at the four components of EI:

Self-Awareness

is our ability to accurately recognize, label and understand our moods and emotions. This includes understanding nonverbal cues such as body language and facial expression.

Self-Management

is our ability to manage those moods and emotions and the reactions that they evoke. In other words, regulating our own emotions and responding appropriately as well as responding to the emotions of others appropriately. It is our ability to remain focused at work even when we are anxious or upset and still think clearly.

Social Awareness

ties in with empathy and our ability to recognize the emotions, moods, and reactions of others. It is our ability to be able to look at things from another's perspective. It is also our ability to recognize the emotions of others and our ability to analyze what that means. For example, if your partner is acting angry it might mean that they are upset about something you did or said but it could also be that they got a speeding ticket on their way home from work and are upset about that.

Relationship Management

is our ability to build mutually beneficial relationships whether that be in our personal or professional lives.

To learn more about building emotional intelligence, reach out to the EAP. We are here for you. Visit EAP4YOU.com or give us a call at 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341.