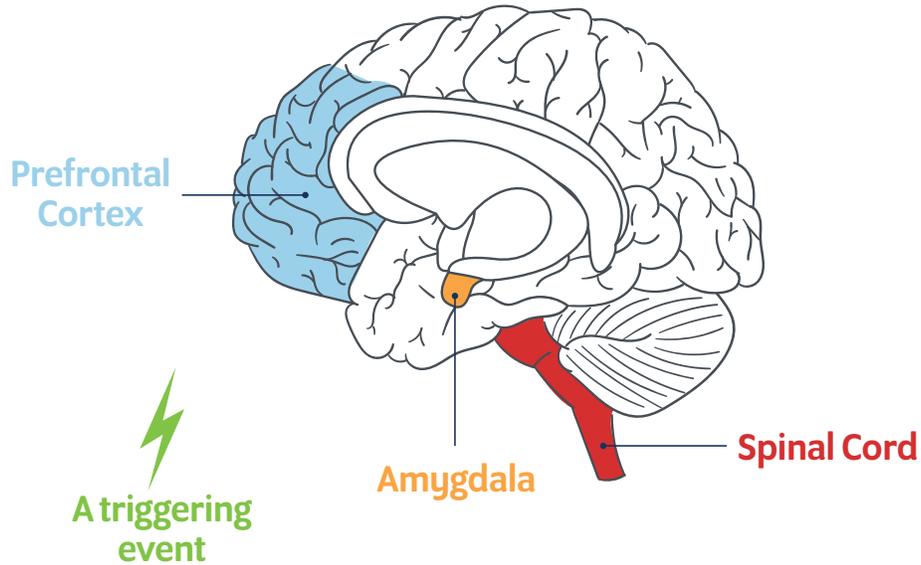


# Emotional Intelligence

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically

## The Biology of EQ



### Instructions:

Reflect back on a conversation, either personally or professionally, that did not go as well as you would like (use a recent example from your pre-work if applicable). As you recall the conversation and your state of mind, recall what you wanted to say and what you should have said. Use the chart to capture both.

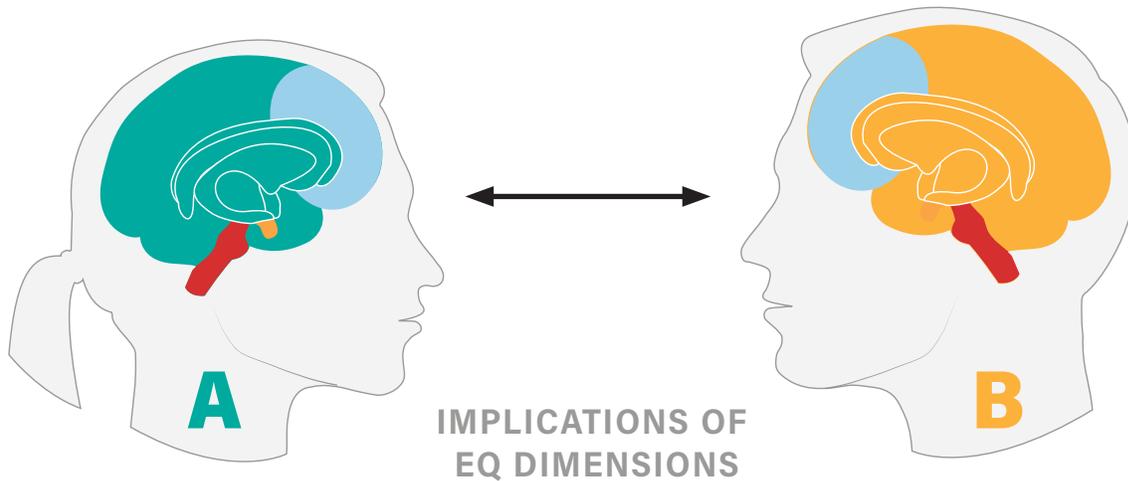
What I want to say	What I should say

With a partner, share a summary of the situation for context, followed by a review of what you wanted to say and what you should say.

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## Components of Emotional Intelligence

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### Self-Awareness

When we are Self-Aware, our Prefrontal Cortex is consciously aware of the emotion we are experiencing. It is also consciously aware of our potential triggers, which allows us to minimize exposure to those triggers and better manage emotion once it is triggered.

### Self-Regulation

When we practice Self-Regulation we are intentionally choosing our behavior, attitude and mindset (all coming from our Neocortex). This may require us to intentionally suppress what we want to say and instead say what we should say.

### Motivation

Motivation to achieve comes from an understanding of our motivation to achieve. These motivations are our internal drivers of purpose, values and beliefs rather than external rewards. Motivation is one of the most challenging dimensions of EQ to develop.

### Empathy

Empathy is awareness and acceptance that others are having emotional responses triggered by me, some other external stimulus, or unresolved internal emotion. Empathy is not agreement, sympathy or giving in to the other. Empathy is a recognition that others have emotions and those emotions are real, consequential and biological.

### Social Skills

Social Skills use all the dimensions of EQ to lead, influence and relate to all those around us. We use the power of our full brain to build relationships of trust, respect and care for others. This allows a strong relationship platform from which we can work towards common goals, overcome inevitable conflict and nurture culture intentionally.