

Tip sheet

# Top tips for improving your emotional intelligence

How do you currently manage your emotions when the pressures of work start to mount? When we're experiencing stress it is easy for us to let our rational thinking and decision making slip.

People with strong emotional intelligence however, display more resilience to stress, make better quality decisions and achieve higher productivity.

If you're a people manager, it's particularly important to work on emotional intelligence because you must be able to perceive and influence the flow of emotions between yourself and the people you work with. The ability to evoke and inspire emotions in others is equally important.

## Emotional intelligence

*EI* refers to our ability or capacity to perceive, assess and manage our emotions and the emotions of others.

Positive emotions give us high energy levels and enable us to contribute to the working day in a positive way. Negative emotions create negative energy and can cause low morale, raise stress and evoke conflict.

The first key skill of being emotionally intelligent is being aware of our emotions and being aware of what it is we are feeling.

Our emotions play a vital part in building and maintaining relationships at work and keeping them in check at times can be very challenging.

## How emotionally intelligent are you?

- are you aware of the subtleties of your own feelings?
- do you usually know what other people are feeling, even if they do not say so?
- are you able to establish and maintain good relationships?



Personal Resilience

"All learning has an emotional base."

Plato

- can you cope under stressful circumstances, without it affecting your working day?
- when you're angry, can you express this without exacerbating the situation?
- do you keep trying to achieve what you want, even when it seems impossible and it is tempting to give up?
- are you trusted by others?

If your answers were mainly no, the following tips may help you to build your EI.

## Components of EI

Psychologists have identified five components of emotional intelligence:

**Self Awareness:** Being aware of and understanding your emotions and feelings. Awareness of your feelings increases selfknowledge which helps with self-improvement.

**Self Regulation:** The ability to control your emotions and impulses. If you self-regulate your emotions, you will be less likely to become angry and make impulsive and careless decisions.

**Motivation:** People with high emotional intelligence are motivated. They're highly productive, strive to improve or meet the organisation's goals and objectives and embrace a challenge. They will persist in their efforts despite any setbacks.

