

## How to identify

# Emotional Intelligence

and implement it in your life and workplace

### Self-awareness

If you're self-aware, you always know how you feel, and you know how your emotions and your actions can affect the people around you.

### Social awareness

Social awareness, or empathy, is about accurately sensing how other people feel about a situation. It requires listening skills and the ability to understand people, build a rapport, and become attuned to their body language, tone of voice, and expressions.



### Self-regulation

People who regulate themselves effectively rarely verbally attack others, make rushed or emotional decisions, stereotype people, or compromise their values. Self-regulation is all about staying in control.

### Social skills

This is more than just being friendly and personable. It means taking the emotions of everyone involved to manage social interactions successfully.

### Motivation

Self-motivated people work consistently toward their goals, and they have extremely high standards for the quality of their work.

“ Working on emotional intelligence ensures you can better assist when people share what they are going through. ”

Happy

Sad

Afraid

Angry

Ashamed

That's it. Every other emotion we might name falls under these five, whether it is a low, medium, or high expression of that core emotion.

## 7 Steps of Emotional Awareness

- You sense an emotion
- Acknowledge the emotion
- Identify more facts
- Accept the emotion
- Reflect on the potential reasons for the emotion occurring at that moment (consider other feelings present or preceding it and what the emotion's purpose might be)
- Act on the emotion appropriately
- Analyse the response – its effectiveness in the situation and what can be learned moving forward

### Tips for implementing emotional intelligence in the workplace

1. Start with yourself ✓
2. Identify employees' strengths and weaknesses
3. Define workplace guidelines
4. Give employees a voice
5. Assertiveness training
6. Stress management
7. Employee development
8. Encourage employees to share their emotions
9. Routine and fact-based feedback

