

EMOTIONAL INTELLIGENCE DIMENSIONS AND EMOTIONS

EMOTIONAL INTELLIGENCE –

The ability to recognize, understand and manage our own emotions, and to recognize, understand and influence the emotions of others. The ability to manage ourselves and our relationships effectively.

4 DIMENSIONS OF EMOTIONAL INTELLIGENCE –

| | <i>What I See</i> | <i>What I Do</i> |
|----------------------------|-------------------|-------------------------|
| <i>Personal Competence</i> | SELF AWARENESS | SELF MANAGEMENT |
| <i>Social Competence</i> | SOCIAL AWARENESS | RELATIONSHIP MANAGEMENT |

| SELF AWARENESS | SELF MANAGEMENT | SOCIAL AWARENESS | RELATIONSHIP MANAGEMENT |
|---|--|--|---|
| Know your story and how it affects you | Develop skills for breathing and relaxation | Understand nonverbal communication | Develop skills for reflective listening and empathy |
| Make peace with your past | Learn positive, self-affirming beliefs | Develop a positive view of others | Develop skills for assertive communication |
| Know your beliefs, your emotions and your behavior patterns | Develop self-soothing and self-motivation skills | Understand the basic emotional needs | Learn conflict resolution skills |
| Know your relationship patterns | Maintain good physical health | Understand the perception of hidden agenda versus personal integrity | Learn skills for support and affirmation of others |

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| SELF AWARENESS | SELF MANAGEMENT |
|--|--|
| <ul style="list-style-type: none"> • <i>Emotional self-awareness</i> – recognizing and understanding your emotions • <i>Accurate self-assessment</i> – realistically evaluating your strengths and limitations • <i>Situational awareness</i> – recognizing the impact of your emotions on work performance and relationships • <i>Self-confidence</i> – possessing a positive sense of self-worth | <ul style="list-style-type: none"> • <i>Self Control</i> – keeping emotions and impulses under control when they are not positive or productive • <i>Positive attitude</i> – making the most of a situation • <i>Responsibility</i> – owning your part in an interaction and/or relationship • <i>Self validation</i> – standing up for yourself • <i>Trust</i> – acting with honesty and integrity • <i>Conscientiousness</i> – managing yourself and your responsibilities • <i>Adaptability</i> – adjusting to change • <i>Achievement driven</i> – meeting internal standards of excellence • <i>Initiative</i> – seizing opportunities |
| SOCIAL AWARENESS | RELATIONSHIP MANAGEMENT |
| <ul style="list-style-type: none"> • <i>Listening</i> – hearing what someone is really saying • <i>Empathy</i> – caring what others are going through, ability to understand their perspective • <i>Awareness of others</i> – sensing other's emotions or the mood in the room • <i>Awareness of organizations</i> – recognizing currents, navigating politics and networking within an organization | <ul style="list-style-type: none"> • <i>Vision</i> – leading with inspiration • <i>Communication</i> – clearly expressing ideas and information, while listening to others • <i>Bonds</i> – developing and maintaining relationships • <i>Conflict management</i> – handling conflict effectively to diffuse situation and reach resolution • <i>Teamwork</i> – effectively working with and managing teams • <i>Mentoring</i> – developing others • <i>Change management</i> – introducing new ideas and leading people successfully through change |

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ADAPTED FROM AND REPRODUCED BY PERMISSION FROM JULIA WEST.

| Intensity of Feelings | HAPPY | SAD | ANGRY | AFRAID | ASHAMED |
|-----------------------|---|--|--|---|---|
| HIGH | Elated Excited Overjoyed Thrilled Exuberant Ecstatic Fired up Passionate | Depressed Agonized Alone Hurt Dejected Hopeless Sorrowful Miserable | Furious Enraged Outraged Boiling Irrate Seething Loathsome Betrayed | Terrified Horrified Scared stiff Petrified Fearful Panicky Frantic Shocked | Sorrowful Remorseful Defamed Worthless Disgraced Dishonored Mortified Admonished |
| MEDIUM | Cheerful Gratified Good Relieved Satisfied Glowing | Heartbroken Somber Lost Distressed Let down Melancholy | Upset Mad Defended Frustrated Agitated Disgusted | Apprehensive Frightened Threatened Insecure Uneasy Intimidated | Apologetic Unworthy Sneaky Guilty Embarrassed Secretive |
| LOW | Glad Contented Pleasant Tender Pleased Mellow | Unhappy Moody Blue Upset Disappointed Dissatisfied | Perturbed Annoyed Uptight Resistant Irritated Touchy | Cautious Nervous Worried Timid Unsure Anxious | Bashful Ridiculous Regretful Uncomfortable Pitied Silly |

The five core emotions run left to right across the top of the table. Manifestations of each emotion based upon the intensity felt are described down each of the columns in the table.

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