

EMOTIONAL INTELLIGENCE

AMINATA MBYE - 2412820

LECTURER: DR KAZEEM OSENI

INTRODUCTION

Emotional Intelligence is the ability to recognise, understand, control and manage your emotions, while effectively interpreting and responding to the emotions of others. (Cherry,2026)

EI is more important than QI in determining personal and professional success

How do i know if i am emotionally intelligent

- An ability to identify what other people are feeling
- The ability to let go of mistakes
- Feeling empathy and concern for other people

EI IN TEAM WORK

EI in team work is the key to building trust, empathy, and a culture of safety.

- Communicate more openly and honestly
- Resolve conflicts quickly and constructively
- Support each other through change and stress

UNDERSTANDING EI

Understanding other's EI is understanding how you and others feel, what is right and what is not. (Daniel,1998)

- In communication it minimize mis-understanding and build trust
- In teamwork it fosters psychological safety

EMPATHY

Compassion in EI is having empathy and understanding the needs, feelings and viewpoints of the people around you. (Miller,2024)

- In the past people think strong leaders were ruthless and cold-hearted
- Empathetic leaders are able to build trust
- Empathy differs from sympathy, people who have empathy are able to put themselves in the position of another person

MANAGING OWN EMOTIONS

Managing emotions is about maintaining control over one's emotions and behaviors.

- Effectively managing stress and emotions is vital for maintaining mental well-being

REFERENCES

1. Mind. New York, USA
2. Daniel G, 1998, Working With Emotional Intelligence. Bloomsbury, UK
3. Miller V, 2024, Emotional Intelligence: The Management Game Changer. London, UK

CONCLUSION

Emotional intelligence is a vital component of personal and professional success. By understanding and managing emotions, individuals can develop strong relationships, achieve their goals and maintain good mental health. EI components include, self awareness, self-regulation and social skills.

In conclusion EI is a valuable asset that can benefit individuals in all aspects of their lives

