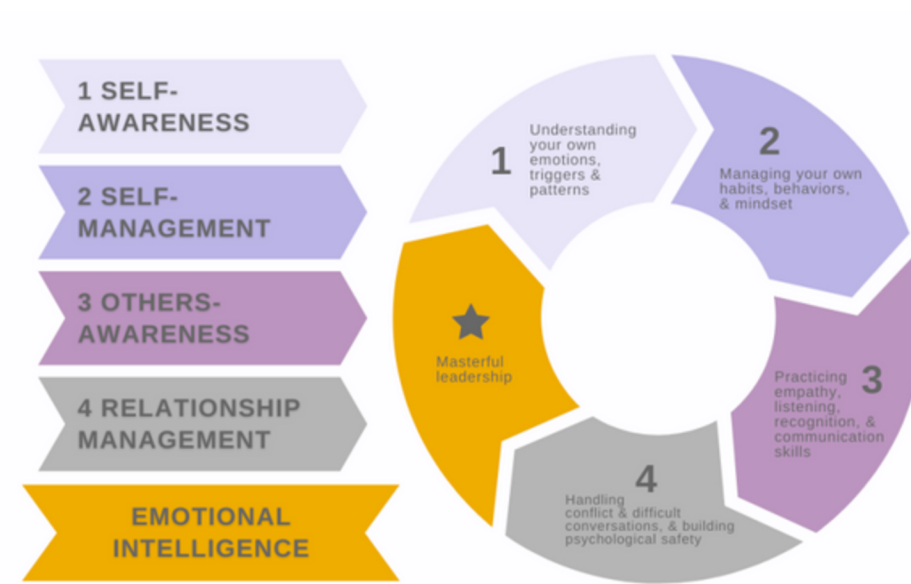


## Benefits of High Emotional Intelligence:

- Stronger Relationships – Improved communication and teamwork.
- Better Mental Health – Reduced stress, anxiety, and emotional burnout.
- Effective Leadership – Enhancing decision-making and problem-solving.
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- Higher Work Performance – Increased productivity and workplace harmony.
- Greater Resilience – The ability to navigate challenges with confidence.



## Emotional Intelligence

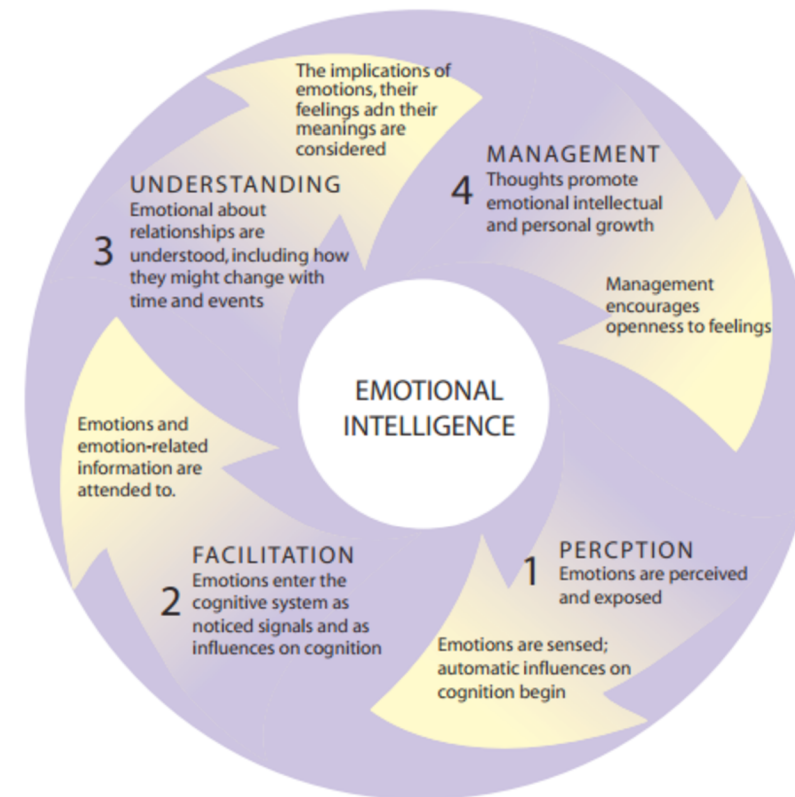


### WHAT IS EMOTIONAL INTELLIGENCE?

Emotional intelligence (EI) is the ability to recognise, understand and manage your own emotions while also being aware of and influencing the emotions of others. It plays a significant part in success, relationships and mental well-being (Bradberry T. and Greaves J. , 2009).

## How to Improve My Emotional Intelligence:

- Practice Self-Reflection – Keep a journal of your emotions and triggers.
- Develop Active Listening Skills – Pay close attention to others' emotions (Cherniss C. , 2000)
- Manage Stress Effectively – Use mindfulness and deep-breathing techniques.
- Seek Constructive Feedback – Learn from others to enhance my social skills.
- Cultivate Empathy – Put yourself in others' shoes to better understand the them.



### The 4 core skills of Emotional Intelligence...

- Self-Awareness – Recognising your own emotions and their impact on you and others.
- Self-Management – Controlling emotional reactions and adapting to situations.
- Social Awareness – Understanding and empathizing with others' emotions.
- Relationship Management – Building positive interactions and managing conflict (Goleman D. , 1995).

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- Goleman, D. (1995) Emotional Intelligence: Why It Can Matter More Than IQ. New York: Bantam Books.
- Salovey, P. and Mayer, J.D. (1990) 'Emotional Intelligence', Imagination, Cognition and Personality, 9(3), pp. 185–211.