

Emotional Intelligence for Personal and Professional Growth



EMOTIONAL INTELLIGENCE (EI): DEFINITION

- “the ability to perceive, express, understand, and manage emotions” (Bru-Luna et al., 2021).
- “the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions” (Salovey and Mayer, 1990)



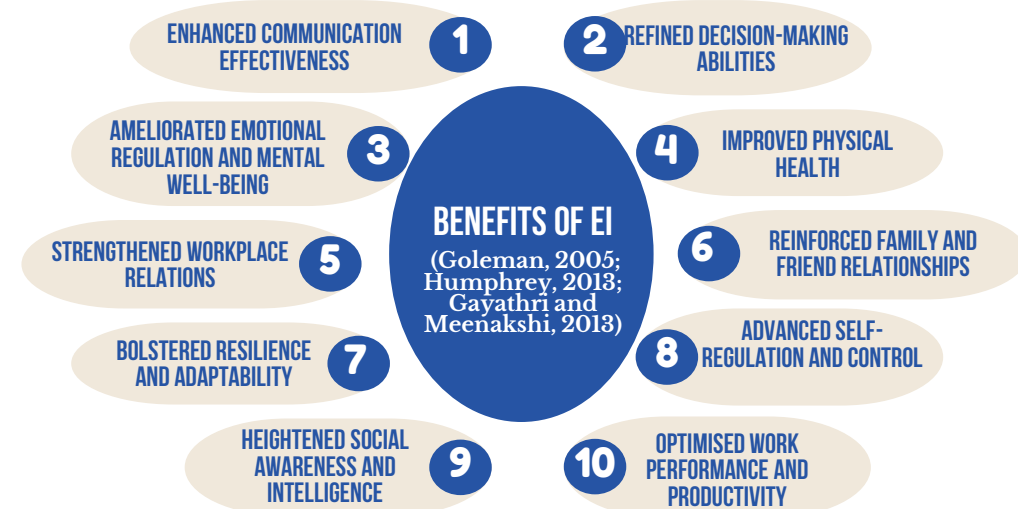
REFLECTING ON MY EI: AREAS OF STRENGTH

- **Willingness to Apologise:** Capacity to acknowledge mistakes and offer genuine apologies, contributing to the cultivation of trust and swift conflict resolution (Wakeman, 2006).
- **Empathy:** Understanding and sharing the feelings of others, strengthening relationships and promoting social harmony (Miller, Patel and Ubakanma, 2013; Sharbatdaran and Awan, 2023).
- **Integrity and Self-Control:** Upholding personal values and managing impulses, consistently showcasing professionalism and ethical conduct (Barnard, 2011; Sosik et al., 2018).
- **Forgiveness:** Capacity to release resentment and grudges, fostering emotional resilience and positive interactions (Carvalho, Neto and Mavroveli, 2010).
- **Self-Protection Against Manipulation:** Ability to recognise and resist manipulation, safeguarding emotional well-being and maintaining boundaries.
- **Consideration of Other Perspectives:** Understanding and appreciating different viewpoints, enhancing decision-making and inclusivity (Pless and Maak, 2004).
- **Thoughtful Actions:** Mindfulness in pursuing actions and undertaking decisions, ensuring careful consideration of their impact on others.



REFLECTING ON MY EI: AREAS FOR IMPROVEMENT

- **Provision and Responsiveness to Constructive Feedback:** Area for growth in effectively receiving and responding to feedback.
- **Cognitive Clarity and Structured Thinking:** Room for improvement in maintaining a clear thought process and articulating ideas in a structured and coherent manner.
- **Active Listening:** Potential to strengthen my listening skills, being more attentive and responsive to others' input.

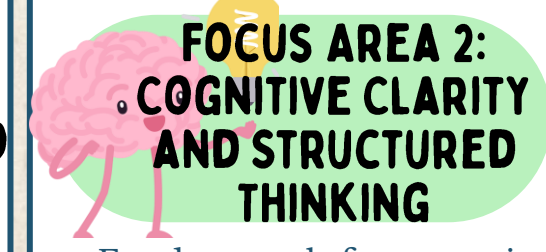


**FOCUS AREA 1:
PROVISION AND
RESPONSIVENESS TO
CONSTRUCTIVE
FEEDBACK**

- Crucial for personal and professional growth, bolstering self-awareness and contributing to enhanced performance (Day and Gregory, 2017; Shafique, 2023).
- Wide application in all areas of work and relationships, promoting continuous learning and improvement and fostering a culture of open communication (London, 2014).

PLAN TO IMPROVE:

- Actively seek feedback from colleagues, supervisors, and peers to gain diverse perspectives.
- Take time to reflect on feedback before responding, embracing responsibility for areas of improvement while remaining open and non-defensive.
- Write down key feedback points to reflect on later and track progress in addressing them over time.
- Take inspiration from others by observing how they provide and respond to constructive criticism and implementing similar strategies.

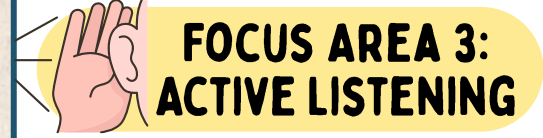


FOCUS AREA 2: COGNITIVE CLARITY AND STRUCTURED THINKING

- Fundamental for ensuring structured and coherent thought processes that underpin effective problem-solving and decision-making (McKenzie et al., 2009; Zgrzywa-Ziemak, Zimmer and Hopej, 2022).
- Contributes to logical reasoning and clarity, enhancing productivity by facilitating more efficient and focused outcomes (Turan, Fidan and Yıldıran, 2020).

PLAN TO IMPROVE:

- Commence the process of addressing by deconstructing them into smaller, more manageable components and systematically addressing each part.
- Maintain awareness of emotional states and external distractions, as they can hinder mental clarity and focus (Brown, 2003).
- Record thoughts and reflections to better organise ideas, enhance clarity and track progress.
- Engage in physical activity to alleviate mental fatigue and enhance cognitive function (Lubans et al., 2016).



FOCUS AREA 3: ACTIVE LISTENING

- Key for ensuring effective communication, building trust, and facilitating mutual understanding in both professional and personal contexts (Friston et al., 2021).
- Far-reaching impact across various contexts, driving stronger interpersonal relationships, problem-solving capabilities and overall effectiveness (Zeidner, Matthews and Roberts, 2004; Simon, 2018).

PLAN TO IMPROVE:

- Take the first action by meeting new people, proactively initiating conversations and seeking clarification when faced with uncertainty.
- Demonstrate awareness of others' emotions by actively observing and responding to their tone, body language, and facial expressions.
- Be present in the moment by giving undivided attention, refraining from distractions, and focusing entirely on the speaker.
- Exhibit empathy by acknowledging others' feelings and offering thoughtful, compassionate responses and advice.

Self-Awareness	Self-Management	Social-Awareness	Relationship Management
5	4	6	7

REFERENCES



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