

EMOTIONAL INTELLIGENCE



EMOTIONAL INTELLIGENCE

- Major psychological construct from the early 1990's
- Different and distinct from 'general intelligence'; EI is non-cognitive
- Relates to emotional salience / social intelligence
 - *Thorndike*
- Hot intelligence

EMOTIONAL INTELLIGENCE

- Emotional intelligence can be defined as the ability to understand our own emotions and those of the people around us
- Originally coined by Salovey and Mayer (1990)
- Daniel Goleman's book *Emotional Intelligence* popularised EI
 - “a way to understand why people act and behave in the way that they do in life and work”

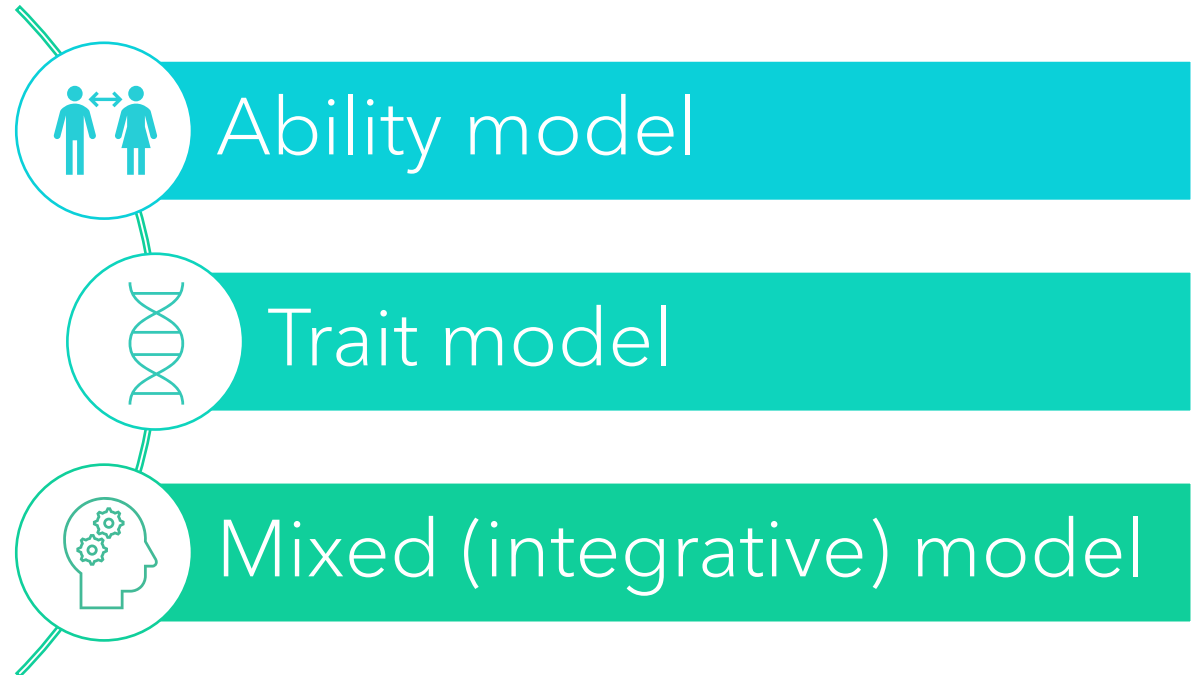
EMOTIONAL INTELLIGENCE

- Goleman (1995) - There are four components of EI
 - *Self-awareness*
 - Recognise our own emotional state
 - *Self-management*
 - Regulate own emotions
 - *Empathy*
 - Understand other's emotional states
 - *Relationship management*
 - Using EI to collaborate and manage conflict

EMOTIONAL INTELLIGENCE

- Emotional intelligence is, therefore, a type of specific intelligence
- Use of emotions and knowledge about emotions to consider problems
 - Mayer et al. (2008)

Three theoretical approaches



EMOTIONAL INTELLIGENCE

- EI includes “abilities such as being able to motivate oneself & persist in the face of frustrations; to control impulse & delay gratification; to regulate one’s moods and keep distress from swamping the ability to think; to empathize & to hope”



TASK

1

Ability model (Salovey & Mayer)

2

Trait model (Petrides)

3

Mixed (integrative) model
(Bar-On / Goleman)

EXPLANATION OF MODEL

MEASURING EQ

CRITIQUE OF MODEL