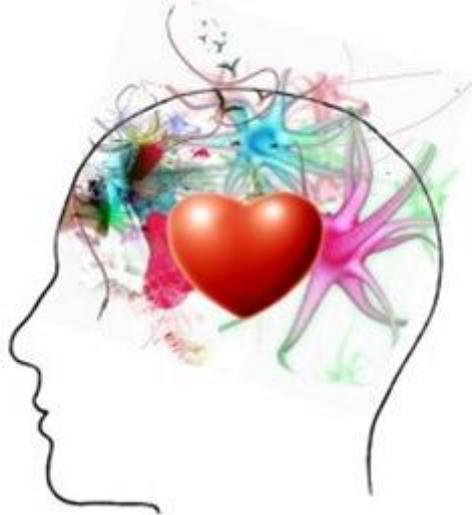


EMOTIONAL INTELLIGENCE



DEVELOPING A USEFUL TOOL FOR DAILY INTERACTIONS

Social Anxiety - Embarrassment - Fear

Social anxiety, or otherwise known as social phobia, is considered to be the most common of all anxiety disorders. Stress may manifest itself in specific social conditions (e.g. speech before an audience) or be generalized to all forms of social circumstance, such as:

- When eating and drinking in front of others
- When working around others
- When we are the centre of attention
- When we associate with others in a team
- When we go shopping
- When driving

Symptoms of Anxiety

- Intense and persistent stress and anxiety in social situations remains stable or increases over time
- Persistent thoughts about what others think about us and about the ways a social occasion can be embarrassing, even before we get into it
- Physical symptoms such as dry mouth, rapid heartbeat, sweating, tremor, confusion, diarrhoea, tightness in the stomach
- Complete avoidance of stressful social situation



What is emotional intelligence?

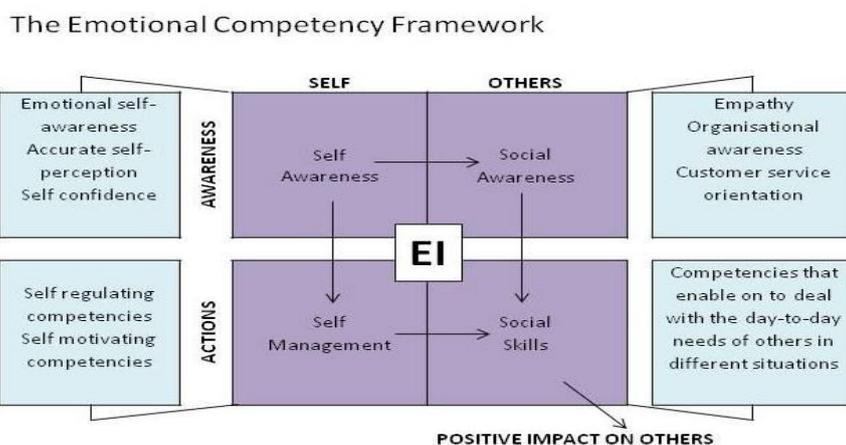
Goleman (1995)

"The ability to recognize our own and others' emotions, to motivate ourselves, to properly manage emotions both in ourselves and in our relationships"

The main factors that seem to make up emotional intelligence are:

1. **Emotional Self-awareness** - the ability to recognize what you feel at any time and use this knowledge to make effective decisions with the best possible outcome for yourself and others.
2. **Emotional Self-Regulation** - the ability to manage your emotional state and verify the interpretations we give to external events. The ability to choose how we feel and shape our stress levels.
3. **Emotional Self-Mobilisation** - the ability to use your emotions and transform them into action. The ability to move forward despite any resistance, to engage and persist with optimism and confidence.
4. **Empathy** - the ability to listen to others quite actively and effectively so we can get the position of another person. You may not always agree but you can understand the position of others in order to maximize communication and trust.
5. **Relationship Management** - the ability to work in a group and show concern for others, respect individual differences and create conditions of mutual profit.

D. Caruso (1990): "it is very important to understand that emotional intelligence is not the opposite of intelligence is not the triumph of heart over logic – it is the unique combination of the two"



Francis and Barnard (2004)

In what ways can we develop Emotional Intelligence?

Consciousness - Self Awareness

- Acknowledging your feelings at any time you can make the appropriate choices for yourself so that you are satisfied with them.
- If you pay attention to your emotions it help you to recognize when you are under pressure and will therefore highlight the need to take action to alleviate this pressure.
- The greater the contact with your own emotions, the greater the understanding for the feelings of others.

Active listening

- Be present - when someone speaks our mind often 'travels'. It takes practice to manage to bring attention back to the speaker.
- Mirroring - briefly repeat in your own words what has been said by the speaker to confirm that you understand them and to let the other know that you are actively listening. E.g. *What you're saying is that You mean that ...*

Effective Speech

- Use 'open' questions - open-ended questions promote discussion because they require more than a simple 'yes' or 'no' answer.
- Use 'I' statements – in that way you can avoid absolute views and the possibility to offend others, while leaving room for disagreement and debate to develop. E.g. *I believe that...*

Beware of 'blockages' in communication!

- When you compare yourself with the speaker or the speaker with others.
- When thinking about what to say afterwards.
- When you make fast conclusions.
- When you think you already know what he wants to say.
- When you say 'something similar had happened to me'
- When, instead of listening, you are thinking what advice you will give.

*Anyone can become angry - that is easy.
But for one to be angry with the right
person, to the right degree and at the
right time for the right reasons and in the
right way - this is not easy.*

Aristotle, Nicomachean Ethics

