Emotional Intelligence

**Emotion:**
A conscious mental reaction (as anger or fear) subjectively experienced as a strong feeling usually directed toward a specific object and typically accompanied by physiological and behavioral changes in the body.

**Robert Plutchik’s Wheel of Emotions**

1. Fear
2. Surprise
3. Sadness
4. Disgust
5. Anger
6. Anticipation
7. Joy
8. Trust

What are your physical reactions to these emotions?

1. Fear  _____________________________________________
2. Surprise   ___________________________________________
3. Sadness  ___________________________________________
4. Disgust  _____________________________________________
5. Anger  ___________________________________________
6. Anticipation ___________________________________________
7. Joy   ___________________________________________
8. Trust  ___________________________________________
The Limbic System

Amygdala:

The one of four basal ganglia in each cerebral hemisphere that is part of the limbic system and consists of an almond shaped mass of gray matter in the anterior extremity of the temporal lobe.

This is the core of your emotions, it's your emotional center.

Emotional Hijacking:

A state where an individual is overpowered by his/her emotions. Typically referred to in the context of aggression or fearfulness (fight or flight).

<table>
<thead>
<tr>
<th>EQ</th>
<th>IQ</th>
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<td>- Measures your ability to use emotions and cognitive skills.</td>
<td>- Measures your cognitive intelligence, your ability to learn.</td>
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<td>- Flexible skill, can be learned</td>
<td>- Doesn't change, fixed at birth</td>
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<tr>
<td>- Street Smarts</td>
<td>- Book Smarts</td>
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An individual’s success in work is 80% dependent on EQ while only 20% dependent on IQ.

— Daniel Goleman
Emotional Intelligence (EQ):
Your ability to recognize and understand your emotions and the emotions of those around you, and your ability to use this awareness to manage your behavior and relationships.

Emotional Intelligence has four core competences. Each of these is an essential component to grow and develop your leadership style.

### Personal Competencies
- **Self-Awareness**
- **Self-Management**

### Social Competencies
- **Social Awareness**
- **Relationship Management**

**Self – Awareness**
Your ability to accurately perceive your own emotions and motives across various situations.

**Improving your Self-Awareness**
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**Self – Management**
The ability to effectively manage your emotions and behaviors. (self-control)

**Improving your Self-Awareness**
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Social Awareness
*The ability to accurately understand the emotions and concerns of other people.*

Improving your Self-Awareness
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Relationship Management
*The ability to inspire, influence and develop relationships with others.*

Improving your Self-Awareness
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Notes:
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