



What is Emotional Intelligence?



Emotional intelligence has been defined as the ability to identify and manage one's own emotions, as well as the emotions of others. Emotionally intelligent people have high personal competence on their internal awareness of emotional states, preferences and disruptive impulses. They learn self-control in regulating and learning from these emotions in themselves and leverage emotions in self-motivation and personal growth. In addition to their self-awareness and management, they also have keen social competence and adeptness in empathy and group dynamics, and can induce desirable outcomes by building trust, resolving conflict, and creating synergy.

People with low emotional intelligence tend to be poor listeners, prone to outbursts, resistant to change, and defensive. The good news is that emotional intelligence skills can be learned.



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