

# EMOTIONAL INTELLIGENCE

Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you.



## 1. SELF-AWARENESS

Being self-aware when you're in a leadership position also means having a clear picture of your strengths and weaknesses, and it means behaving with humility.

- *Keep a journal*
- *Slow down*

- *Practice being calm*

*Hold yourself accountable*



- *Know your values*



## 2. SELF-REGULATION

Self-regulation is all about staying in control. This element of emotional intelligence also covers a leader's flexibility and commitment to personal accountability.

- *Re-examine why you're doing your job*
- *Know where you stand*
- *Be hopeful and find something good*

## 3. MOTIVATION

Self-motivated leaders work consistently toward their goals, and they have extremely high standards for the quality of their work.



## 4. EMPATHY

Leaders with empathy have the ability to put themselves in someone else's situation. They help develop the people on their team, challenge others who are acting unfairly, give constructive feedback, and listen to those who need it.

- *Pay attention to body language*
- *Put yourself in someone else's position*



- *Learn conflict resolution*
- *Learn how to praise others*

## 5. SOCIAL SKILLS

Leaders who have good social skills are also good at managing change and resolving conflicts diplomatically. They're rarely satisfied with leaving things as they are, but they don't sit back and make everyone else do the work: They set an example with their own behavior.

