



The [original idea of emotional intelligence](#) goes back to Peter Salovey and John Mayer, but was coined in the 1990s by the psychologist [Daniel Goleman](#). In his work, Goleman emphasized how crucial emotional intelligence is in various areas of life, including in education and work.

Goleman's influence has helped to raise awareness of emotional intelligence and emphasize its importance in the modern world.

In his framework, emotional intelligence is made up of four aspects:

Self-Awareness

Self-Management

Social Awareness

Relationship Management

EQ vs IQ

Knowledge is having the right answer.

Intelligence is asking the right question.



Emotional awareness, enables us to recognize and interpret our feelings in real time

Self-reflection, critically analyze emotions and actions and gain insights into our motivations and behavior patterns,

Self-assessment to evaluate ourselves objectively and without excessive self-criticism,

Self-confidence, to trust in our own abilities without being arrogant,

Authenticity, in order to act in accordance with one's own values.



Motivation, whether intrinsic or extrinsic, drives us and influences our actions.

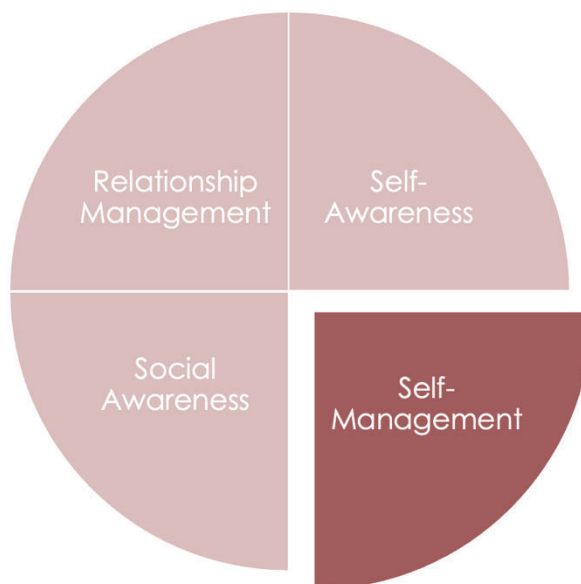
A positive **mindset** promotes emotional strength and resilience.

Adaptability or resilience enables us to react flexibly to challenges.

Self-regulation is the key to controlling emotional reactions.

Successful self-management helps us to cope with stress, set goals and act consistently.

It is about answering the question, "How do I gain control over my feelings and actions?".

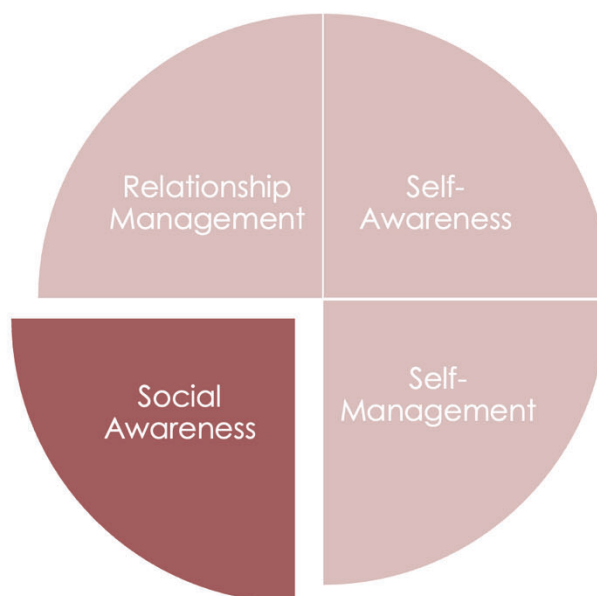


Empathy allows us to recognize the emotions and needs of others and respond compassionately.

Organizational awareness goes beyond this and enables us to understand the dynamics in groups and organizations.

"What exactly does the social environment in which I find myself look like? What role do I play in it?"

The answers to these questions strengthen interpersonal relationships, promote teamwork and enable us to better meet the needs and expectations of those around us.

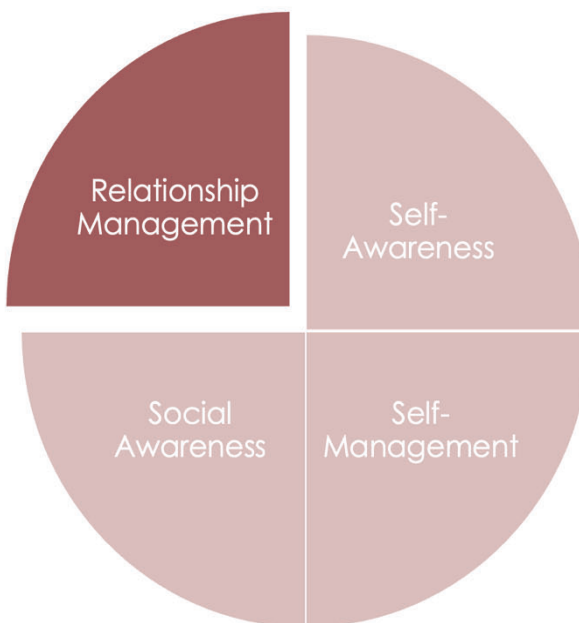


Focuses on the art of successfully shaping social interactions, including:

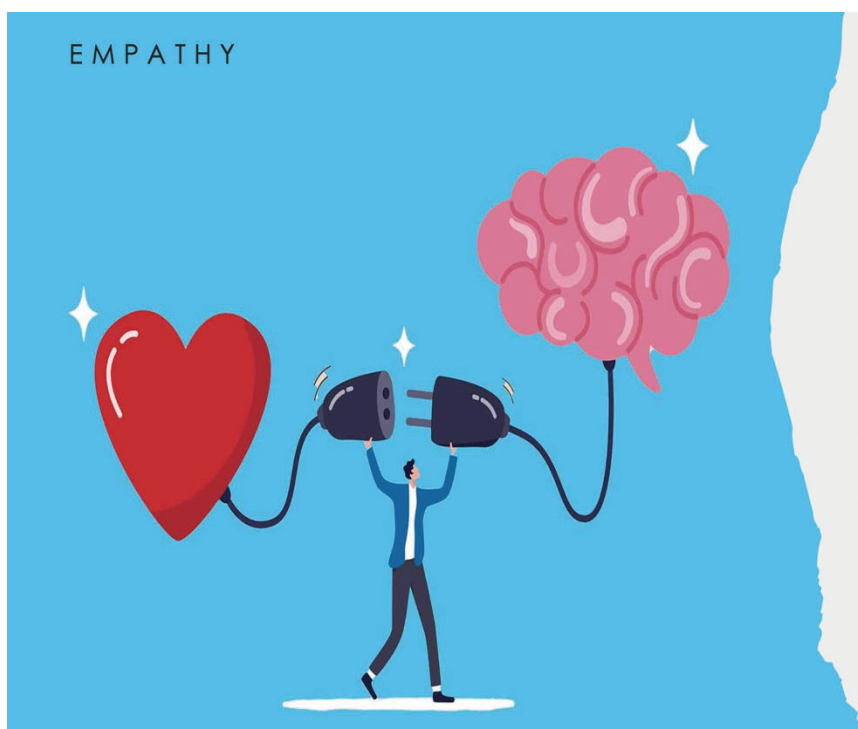
**Influencing,
Coaching and mentoring,
Teamwork and
Conflict management**

It is about answering questions such as *"How do I skillfully navigate my social environment? How do I have healthy relationships with others and how do I manage to exert influence?"*.

This aspect of emotional intelligence helps to build harmonious relationships, resolve conflicts effectively and work successfully with others, whether professionally or personally.



EMPATHY



Acknowledge the other person's perspective.

Communicate your appreciation that they've shared their point of view.

Communicate what you believe you heard.

LISTENING



100% focused

Questioning with curiosity

Clarifying technique

Observing

Listening for context

Listening for feelings

Listening to understand

THANK YOU
IT HAS BEEN AN HONOR

Ricki Braswell

Ricki@TransitionBeyond.com

850.509.2312

Use the QR code to book a
complimentary exploratory session:



Your dream doesn't
have an expiration
date. Take a deep
breath and try again.

#MoveBeyondMonday

Beyond

Beyond
COACHING