

Emotional Intelligence

Written by Jon Ossher – see full attribution at the end of this article

What is Emotional Intelligence

Emotional Intelligence, also referred to as EI or EQ, first emerged as a subject for study and debate in 1990, in an article published by two American university professors, John Mayer and Peter Salovey, who were trying to develop a way of scientifically measuring the difference between people's ability in the area of emotions. They found that some people were better than others at things like identifying their own feelings, identifying the feelings of others, and solving problems involving emotional issues.

The term was popularised in 1995 with the publishing of the book *Emotional Intelligence: Why It Can Matter More Than IQ*, by psychologist and author Daniel Goleman.

Goleman's book, which went to a print run of 5 million, and was translated into 32 languages, argues that:

- human competencies like self-awareness, self-discipline, persistence and empathy are of greater consequence than IQ in much of life
- that we ignore the decline in these competencies at our peril; and
- that children can—and should—be taught these abilities

Some simple definitions of Emotional Intelligence:

"A set of abilities that enable you to manage yourself and relate with and influence others" *John Liberti*

"The ability to monitor one's own and others' emotions, to discriminate among them, and to use the information to guide one's thinking and actions" *John Mayer & Peter Salovey*

Top 10 signs of Emotional Intelligence

Daniel Goleman noted a range of indicators of Emotional Intelligence in his book on the subject. Drawing on this information, Thomas Leonard, founder of the virtual coaching institution Coachville, created a list of what he considered were the essential concepts. He called this list Top Ten Signs of Emotional Intelligence. The list includes:

1. **Self-awareness and Self-honesty**
 - a. Able to recognise when you're experiencing an emotion; to name it correctly; to attribute it to the right source; and to delay acting upon it immediately
 - b. Able to recognise your own strengths and weaknesses
2. **Knowing how emotions are caused; and the difference between emotions and actions**
 - a. Able to avoid neural hijacking: where emotions take over
 - b. Able to delay action until the consequences are considered
3. **Self-regulation**
 - a. High frustration tolerance and the ability to regulate your own emotions and manage them effectively
 - b. Able to respond to emotions, not react
 - c. Emotions and behaviours are appropriate to the situation
4. **Empathy**
 - a. Able to recognise emotions in others and know what they're feeling and why
 - b. Sensitive to the feelings of others
 - c. Effective listening to the feelings of the speaker as well as the content and the words
5. **Motivation and Good Decision-making**
 - a. Able to focus and stay on-task
 - b. Able to handle stress
 - c. Less impulsive and more self-managed
 - d. Able to use emotions to guide yourself to the best decision
6. **Increased ability to analyse and understand relationships**
 - a. Able to solve problems in relationships
 - b. Better able to connect with others and maintain good relationships with honest expression of emotions tempered by tact, consideration and respect.
 - c. Better at resolving conflicts and negotiating disagreements.
7. **Intuitive** - Able to trust gut feelings to direct actions and make decisions.
8. **More popular, outgoing, friendly, involved with peers, and sought after by others.**
9. **More pro-social**
 - a. Concerned about others, compassionate and considerate
 - b. Harmonious in groups.
 - c. Sharing, cooperative and helpful.
10. **Balanced life** - Life includes work, relationships and relaxation.

Several tertiary students in an Australian film school, when encountering this list in a lecture on energy management, responded by saying that to live a life where all the 'signs' on this list were present at the highest level would mean to live the life of a robot.

The lecturer responded with the analogy of jazz musicians who practice for many hours until their knowledge of scales and chords is second nature. It is at this point they are freed from *thinking* about what to play. This freedom enables them to improvise spontaneously, and communicate their innermost feelings without the limitations and hesitations of thinking and planning.

The mastery of these 'signs' of Emotional Intelligence offers the freedom to communicate powerfully and supportively - reducing the possibility of conflict, and increasing the potential for harmony and productivity in every kind of relationship – whether social, domestic, or in the workplace.

Coaching Exercise – How emotionally intelligent are you?

A useful exercise to create an awareness of your level of emotional intelligence, is to rate yourself against the above list. You can use the checklist: **Always**, **Often**, **Sometimes** and **Never** as you work your way through.

Keep a written record of your ratings as you go through the list. Reviewing your ratings will offer you an insight into how emotionally intelligent you are at present. It will also help you identify those things you can work on if you like the idea of living an emotionally intelligent life filled with harmony and productivity.

Acknowledgement and Further Reading

This article has been reprinted with the permission of the author, and askacoach.com is grateful to Jon for sharing this insightful piece.

© 2007 Jon Osher – Sustainability Coaching, Sydney, www.sustainabilitycoaching.com.au

Author profile: Jon Osher is head coach and director of Sustainability Coaching. Jon focuses his coaching on helping his clients create strategies that support long-term careers, businesses and relationships, and maintain them at the highest possible level of fulfilment.

Original source of information for **Top 10 signs of Emotional Intelligence** is Daniel Goleman. Copyright 2000, 2001, 2002 by Thomas J. Leonard

Salovey, P. & Mayer, J.D. (1990) "[Emotional Intelligence](#)" *Imagination, Cognition, and Personality*, 9, 185-211

Goleman, D. (1995). *Emotional Intelligence*. New York: Bantam Books

Disclaimers and Other Important Information

High Ideals Pty Ltd is committed to ensuring that all of our services, products and information we share is foremost designed and delivered in a manner which has the potential to support others. Our values are focused on giving, being supportive and making a positive difference in the world. We are also dedicated to ensuring that we are at all times ethical demonstrating integrity at all levels. Therefore this Disclaimers page is necessary to provide clarity on a number of key points, as follows:

- All **High Ideals Pty Ltd** documents are for information purposes only.
- Clients and all who read these documents are responsible for their own decisions and **High Ideals Pty Ltd** will never provide advice or direct you what to do. Our services include sharing these resource documents, which are focused on assisting clients to raise their own awareness, by which they can make their own decisions and be responsible for their own actions. It is the responsibility of anyone who receives an **High Ideals Pty Ltd** resource document, whether they are a direct client of ours or were forwarded this document from a third party, to read our full terms and conditions available on our website: www.high-ideals.com
- The client and/or reader of this document are responsible for engaging in their own research, further reading, and exploration. This document is simply an information sharing starting point only.
- All of our **High Ideals Pty Ltd** personnel and members can contribute to our Resource Library, and share the responsibility for writing all of these documents. As a collective, we have a huge range of backgrounds and areas of expertise. We also take great care when sharing information to ensure it is accurate, useful and a product of sound research as well as our own personal and professional experience. Therefore many of our comments are born out of our many years of experience in a large number of areas of endeavour or interest and the successes of our clients is the evidence behind these strategies and techniques. If we are providing personal opinion, we make that clear, and take care to validate why and/or how this personal opinion may be useful in the total picture of self exploration of the client/reader. When we do share personal opinion, it is typically in the form of sharing from our relevant experience, ideas of strategies we feel may be helpful, and potentially have been helpful for us personally. Personal opinion never includes giving advice or providing specific direction to the client/reader. If we are referencing the work, thoughts or opinions of others, we also make that clear and give full attribution and acknowledgement to those other sources of information. We also share our validation for why we feel this information may be of benefit to the client/reader.

- We adhere to the Harvard Referencing System in providing reference information and acknowledgement for all books, websites and other information sources. We are continually updating our documents to match this standard. If you ever notice a reference which you feel does not meet this standard, please let us know by writing to info@high-ideals.com with this feedback so we can attend to it immediately.
- **High Ideals Pty Ltd** never makes any endorsement or recommendation of any websites, books, companies, products or services. Instead, we provide ideas for the client/reader to explore certain websites and books in particular. We review and carefully select which websites and books we feel may have some potential value to our clients/readers. Then, when we raise these ideas with the client/reader, we also provide our justification for why we feel the idea may have some merit. For example, if we raise the idea to the client/reader to explore a particular website, we will indicate what it is about that website which we feel has the potential to be useful to the client/reader. It is then the responsibility of the client/reader to make the final assessment as to whether or not it is actually useful.
- We also take no responsibility for the content of any website other than **High Ideals Pty Ltd**. We cannot control the accuracy, security or technical performance of any website other than our own. Similarly, we have no control over the content of any books we raise ideas for exploration about, or the availability of those books. It is the total responsibility of the client/reader to determine whether this information is for them to pursue further.