



*Introduction to*

*Emotional Intelligence*

- I. Emotional Intelligence Quiz
  
- II. Some Facts about Emotions
  - Emotions are “Fuzzy”
  - Feelings Chart
  - Emotions take Time
  - **Myth:** Emotions Get People Upset
  - **Fact:** Emotions, properly managed, can drive trust, loyalty and commitment *in any relationship*.
  - Emotional Intelligence is the Hidden Advantage
  
- III. Emotional Intelligence
  - Biological, Developmental Bases
  - “Emotion”—To move away
  - Fight/Flight Response
  - What can we learn about ourselves?
  - When Smart is Dumb
  - Academic intelligence has little to do with emotional balance and wellbeing.

#### IV. Specific Components of Emotional Intelligence

##### A. Self-Awareness

- Self-Observation
- Emotions that simmer beneath the threshold of awareness can have a powerful impact on how we perceive and react.

##### B. Self-Control

- “Temperance”      The restraining of emotional excess
- Anger
- “Emotional Hijacking”
- Anxiety
- Sadness

##### C. Self-Motivation

- Impulse Control, Delayed Gratification
- Negative Self-Talk
- Positive Attitudes
- Learned Helplessness

##### D. Empathy

- Empathy Builds on Self-Awareness
- Nonverbal Signals
- Sociopathy

##### E. Dealing with Emotions in Someone Else