

## EPISODE 157: 5 QUALITIES OF AN EMOTIONALLY INTELLIGENT PERSON

### 1. BE OPEN TO UNDERSTANDING EMOTIONAL INTELLIGENCE

- Definition: “Emotional intelligence is the ability to understand, use, and manage your own emotions in positive ways...”
- Daniel Goleman recommends, “being aware that emotions can drive our behavior and impact people...positively and negatively.” This is especially true under pressure.
- Emotional Intelligence is about learning to operate from a place of wisdom, skill, and maturity.

### 2. BE OPEN TO DISCOVERY ABOUT YOURSELF

- Self-awareness is: Awareness of your emotions, understanding of your emotions, and not letting your emotions rule you.
- Like the people in Oklahoma, we need to remain emotionally “weather alert”

### 3. BE OPEN TO INSIGHTS FROM OTHERS

- Self-awareness is not a solo sport
- Honest feedback from others is a gift; critical insights
- Valuable data for business, leadership and life
- Increasingly recognized as a critical skill and a differentiator in the marketplace
- Giving or receiving feedback honest feedback is not to be feared

### 4. BE OPEN TO AWARENESS PLUS ACTION

- Four-step process of self-management from Harvard Business Review:
  - Be present. Pay attention to what is happening in this moment.
  - Be self-aware. What are you seeing, hearing, feeling, doing, saying, and considering?
  - Identify a range of behavioral choices. What do you want to do next?
  - Intentionally choose behaviors that are believed to be the most productive

### 5. BE OPEN TO GRADUAL IMPROVEMENT

- Professional and personal growth is a lifelong pursuit.
- Be patient and be selective. Select ONE element of EI that would enhance your life if you paid more attention to it: one emotion, one attitude, one reflexive reaction that you know is not good for you or those around you

### Sources referred to in this episode:

“Emotional Intelligence” by Daniel Goleman: <https://www.amazon.com/Emotional-Intelligence-Matter-More-Than/dp/055338371X/>

Inc. Magazine article on “Touchy Feely 101:” <https://www.inc.com/dorcas-cheng-tozun/why-this-little-known-course-is-stanford-business-schools-most-popular-class.html>

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