



The Four Ingredients of EI

Self-awareness

The ability to recognise how our emotions affect our thinking and our behaviour. We must understand this and identify our behaviour's impact on others. We must know our strengths, weaknesses, and the triggers that cause our emotions. We must be able to manage them and step outside of ourselves to see why we feel and react in the way we do in various situations.



Top tip: Ask someone to tell you how you come across when you are triggered by emotion.

Self-management

The ability to control our reactions to the emotional triggers we experience and the feelings and behaviours that usually follow from those triggers. We must learn how to manage our emotions by capitalising on our positive triggers/emotions and minimising the negative aspects of our reactions to the more negative triggers that cause us to behave differently.



We must learn to work on this, adapt to changing circumstances, plan how we will react to negative triggers in the future, and ideally, use a non-reactive analytical approach to our feelings to increase appropriate responses.

Top tip: Monitor your reactions to hot spot triggers. Are they improving? Am I managing to reduce my emotional reaction and react more logically? Again, ask a friend.

Social awareness / Empathy

The ability to observe and understand the emotions, needs, and concerns of others. We must pick up on their emotional signals and know and manage their triggers, worries, concerns, preferences and aspirations. This is **empathy**, a fundamental people skill.



Top tip: Watch and listen to people. Pick up on their passion for some things and dislike for others. What are their strengths and weaknesses? How can you help them?

Relationship management

The ability to develop and maintain good relationships using what we have learned from Social Awareness above.

This will help us see things from other people's perspectives and cultivate strong, two-way relationships with each person. This will lead to effective and efficient teams that are productive, motivated, and almost self-managed.



Top tip: Use the Moccasin Approach® to see things from the perspective of others. Ask yourself, "How would I feel if I were in their shoes?" or "How would I want my manager to approach/handle this if it were affecting me"?