



SURVIVAL SKILLS FOR SOCIAL ENTREPRENEURS

Enhancing emotional intelligence (EQ)

Daniel Goleman is an American science journalist, author and psychologist who is widely known for populating the concept of emotional intelligence (EQ). In his 1995 book *'Emotional Intelligence: Why It Can Matter More Than IQ'*, he outlines five key components of emotional intelligence: self-awareness, self-regulation, motivation, empathy and social skills.

This exercise invites a threefold method for enhancing three of these competencies.

STEP 1

Know yourself – notice emotions and reactions

Noticing is the first action: become more aware of your feelings and emotions as you are feeling them and notice how you respond to those emotions and feelings. There is no need to change or alter how you are feeling; this step involves only giving your attention to the feelings and emotions. It takes practice, so begin with the emotions that are more readily identified.

Practising this exercise develops your capacity for self-awareness.

Ask yourself: What emotion am I feeling right now in this situation? How am I responding to these feelings?

STEP 2

Choose yourself – pause to respond intentionally

Once you begin to notice and be aware of your responses, the invitation is to pause when you notice a feeling or emotion, and make a conscious choice about how you respond rather than an automatic reaction.

This exercise develops the emotional intelligence competency of self-management – the ability to manage disruptive emotions and impulses.

Ask yourself: Who am I choosing to be in this situation? How do I choose to respond?

STEP 3

Give yourself – connect on purpose

This is an invitation to connect with others in an empathetic way. Once you are aware of your responses to your own feelings and emotions, apply this insight to your interactions with others. Use the steps above to first notice the feeling, then pause before responding, choosing your action, and then consider what might be happening for others in this situation.

Being curious allows a pause in response to also consider what is happening for other people, and builds your capacity for empathy, a key aspect of emotional intelligence social competencies.

Ask yourself: What might have led to this situation? What might have led this person to react in this way?

Source: Adapted from 'Six Seconds Emotional Intelligence Assessment (SEI)', accessed via the [Consortium for Research on Emotional Intelligence in Organizations](#).

QUESTIONS FOR REFLECTION:

How might you use this process more purposefully in your day-to-day role?

What actions might you take as part of this process?

How might improving your emotional intelligence improve your effectiveness in your organisation?