

Emotional Intelligence Quotient (EQ)

Psychologist and author Daniel Goleman performed pioneering work when he identified key competency areas that make up a person's emotional intelligence quotient – commonly known as EQ.

| | Awareness | Management |
|----------|-----------------------|--------------------------------|
| Personal | Self-awareness | Self-management |
| Social | <i>Empathy</i> | <i>Relationship management</i> |

These include personal and social areas, related to both awareness and management. This course focuses on the social aspects of EQ – empathy and relationship management.

The self-awareness competency area is personal and relates to awareness, and self-management is personal but relates to management. Empathy is social and relates to awareness, and relationship management is social but relates to management.

Empathy

Empathy is the ability to sense and understand the emotions of others. It's directly tied to social effectiveness, making it easier to solve or prevent problems and conflicts.

To show empathy, you need to identify and acknowledge others' emotions, suspend judgment, and demonstrate your availability and support.

Relationship management

Relationship management determines your ability to build positive, productive relationships and communicate effectively.

You can do this well only if you have skills in three other competency areas that make up EQ – self-awareness, self-management, and empathy.

In other words, you need to be able to recognize and manage your own emotions and those of others before you can build effective relationships.