



Improving Emotional Intelligence

Improving Emotional Intelligence (EI) will enhance interactions with others and thus improve both personal and professional relationships. You may benefit from EAP coaching to improve your Emotional Intelligence if:

- you often feel down or upset but cannot figure out why
- you feel your emotions are out of control (anger, jealousy, etc.)
- others accuse you of not listening
- you feel that others are too sensitive
- you don't realize when you hurt someone's feelings
- you find yourself regularly regretting your responses and behaviors in certain circumstances

Emotional Intelligence is all about analyzing why you are feeling a certain way and how it influences your behavior while simultaneously recognizing why others may be reacting or feeling a certain way. When you learn to manage your emotions and accurately identify them and their source, you will have better interactions with others, make better decisions, and understand and manage your stress in effective and appropriate ways. The good news is that even if Emotional Intelligence does not come naturally to you, there are skills that you can practice that will improve your Emotional Intelligence. The following are tips to improve your EI:

- **Listen** - In order to understand others, we must pay attention. Listening to understand rather than respond.
- **Empathize** - Imagine how you would feel in the other person's situation. Having the ability to put yourself in another person's shoes is key to improving your Emotional Intelligence.
- **Reflect** - Consider how your own emotions influence your decisions and behaviors. Consider why other people might be responding to you in a certain way and consider how your behavior might be influencing that.
- **Use Assertive Language** - Emotionally Intelligent people can communicate their opinions and needs in a direct way while still being respectful of others.
- **Practice Responding Instead of Reacting to Conflict** - Emotionally Intelligent people stay calm during stressful situations. They don't make decisions impulsively and they stay focused on the goal of resolving the conflict.

If you feel like you are reacting to situations and not achieving any resolution, your EAP can help you improve your Emotional Intelligence. Your EAP offers valuable resources for reaching professional goals, including honing your skills to become an Emotionally Intelligent leader and teammate. To find more information visit EAP4YOU.com or give us a call at 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341.