

## What is Emotional Intelligence?

*Emotional Intelligence is consciously integrating feeling, thought, and action to create optimal results in your relationships with yourself and others.*

*-Six Seconds, 1999*

Most people first heard the term "emotional intelligence" around 1995 with the publication of Daniel Goleman's best-selling book *Emotional Intelligence*. In that work, Goleman laid out a powerful case that such factors as self-awareness, self-discipline, and empathy determine personal and professional success. He drew on the work of numerous leading scientists and authors who were working to define and measure the skills of emotional intelligence.

While researchers once said emotions are in the way of thinking, in the last decades they've found that emotions are the key to thinking. EQ researchers are identifying:

- the way emotions and thinking interact to create our awareness and decision-making.
- how emotions are essential to successful human interaction.
- what processes are involved in learning to use and manage emotions more effectively.

The research is beginning to demonstrate what many writers, consultants, and other observers had long recognized – that the most successful people were not necessarily those with high IQs but rather those with highly developed inner emotional strength.

Peter Salovey is a researcher and Dean at Yale University, Jack Mayer is a professor at the University of New Hampshire. The two psychologists published the first academic

### **What is EQ?**

EQ is an abbreviation for "emotional quotient," the measure of emotional intelligence -- and it means being smart with feelings.

Some people just know how to get along with others; some people are more self-confident, and others are great at inspiring others. All these come from a set of skills called emotional intelligence, or EQ. Almost anyone can learn the EQ skills to build more successful relationships. Some other EQ skills are identifying and changing emotions, motivating yourself, and empathizing with another person. For kids an important result of emotional intelligence is stronger friendships and better grades. For adults, EQ skills help at work, at home, and for health.

Emotional intelligence is a set of a set of measurable and learnable skills essential for success in school, work, and life.

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definition of emotional intelligence in 1990, and have continued as the leading researchers in the field. Their scientific definition of emotional intelligence (updated in 1997) focuses on the abilities to perceive and use emotions:

*Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth.*

- Mayer & Salovey, 1997.

Reuven BarOn, a psychologist and researcher at University of Texas Medical Branch, is another pioneer in the field. He created the first validated measure of "emotionally intelligent behavior," the EQ-i.

Now there are several statistically reliable measures of emotional intelligence and emotional competence, and these measures are being used to demonstrate the links between emotional intelligence and performance. The EQ Map is a test used in business, the MSCEIT is an ability measure (the traditional IQ test is also an ability measure), and the EIA is a rapid online assessment.

The challenge is to see the value of emotional intelligence, then to begin using these skills on a daily basis. Everyone has emotional intelligence -- for most of us, it's an underdeveloped area and an untapped resource. Peter Salovey said, "Yes we can control emotions. The trick is doing it in the right way at the right time." It's not a new idea; Around 350 BC, Aristotle wrote, "Anyone can become angry -- that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way-that is not easy."

Emotional intelligence is a relatively new science. The research progress in the last 15 years is remarkable -- but research into other intelligences has been underway for over 100 years. The data to date is compelling -- it's clear that we process emotions "without thought," and that emotion and thought are linked, but science does not yet know exactly how emotion and thinking interact. It's clear that one person's emotion influences another's, but research has not yet uncovered how that link functions. Thus the next decades are sure to bring new depth and clarity to this emerging science.