

Emotional and Social Intelligence in a Nutshell

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Emotional and social intelligence is a cross-section of inter-related emotional and social competencies that determine how effectively we understand and express ourselves, understand and relate with others, and cope with daily demands and pressures. It is based on the following five domains:

Intrapersonal competence (self-awareness and self-expression)

This domain includes competencies that govern our ability to be aware of ourselves, to understand our strengths and weaknesses, and to express our thoughts and feelings in a non-destructive manner.

- **Self-regard** – the ability to accept and respect ourselves
- **Emotional self-awareness** – the ability to recognise, be aware of and understand our emotions
- **Assertiveness** – the ability to express and defend our feelings and ourselves non-destructively
- **Independence** – the ability to be self-reliant and free of emotional dependency on others
- **Self-actualization** – the ability to drive and achieve the goals we have set for ourselves

Interpersonal competence (social awareness and interpersonal relationship)

This domain includes competencies that govern our ability to be aware of others' emotions, feelings and needs, and to establish and maintain co-operative, constructive and mutually satisfying relationships.

- **Empathy** – the ability to have others sense that we are aware of and understand how they feel
- **Social responsibility** – the ability to identify with and socially feel part of our group
- **Interpersonal relationship** – the ability to establish and maintain mutually satisfying relationships with others

Competence in stress management (emotional management and regulation)

This domain includes competencies that govern our ability to manage emotions so that they work for us rather than against us.

- **Stress tolerance** – the ability to cope and withstand adverse events without falling apart
- **Impulse control** – the ability to resist or delay aggression and impatience, or the temptation to act immediately

Competence in adaptability (change management)

This domain includes competencies that govern our ability to manage change by realistically and flexibly coping with the immediate situation and effectively solving problems as they arise.

- **Reality testing** – the ability to validate our feelings and thinking with external reality
- **Flexibility** – the ability to adjust to change in our daily life
- **Problem solving** – the ability to generate effective solutions to emotional and social problems

General mood competence (self-motivation)

This domain includes competencies that govern our ability to facilitate emotionally and socially intelligent behaviour in an optimistic, positive and sufficiently self-motivated way.

- **Optimism** – the ability to have a positive attitude and look at the brighter side of life
- **Happiness** – the ability to feel content with and see the joy in ourselves, others and life in general