

## Emotional and Social Intelligence in a Nutshell

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Emotional intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way. It is based on the following five composites:

### Self-perception

- **SR Self-regard** – respecting, understanding, and accepting ourselves, associated with inner strength and self-confidence
- **SA Self-actualization** – willingness to persistently try to improve ourselves and pursue personally relevant and meaningful objectives
- **ES Emotional self-awareness** – recognizing and understanding the subtleties, causes and impact of our emotions on ourselves and others

### Self-expression

- **EE Emotional expression** – openly expressing our feelings verbally and non-verbally
- **AS Assertiveness** – expressing and defending our feelings and rights openly and non-offensively
- **IN Independence** – functioning autonomously, self-directed and free of emotional dependency on others

### Interpersonal competence

- **IR Interpersonal relationship** – developing and maintaining mutually satisfying relationships characterised by trust and compassion
- **EM Empathy** – recognizing, understanding, appreciating, respecting and articulating how others feel
- **RE Social responsibility** – willingly contributing to society, social groups and the welfare of others, acting responsibly, having social consciousness and showing concern for the greater community

### Competence in decision making

- **PS Problem solving** – finding and understanding the impact of solutions to emotional and social problems
- **RT Reality testing** – remaining objective by seeing things as they really are and recognizing when emotions or personal bias is present
- **IC Impulse control** – resisting or delaying an impulse, drive or temptation and avoiding rashness

### Competence in stress management

- **FL Flexibility** – adapting ourselves to unfamiliar, unpredictable, and dynamic circumstances or ideas
- **ST Stress tolerance** – coping with difficult situations and managing or influencing positively
- **OP Optimism** – having a positive attitude and outlook on life, remaining hopeful and resilient despite setbacks

### Well-being indicator

- **HA Happiness** – feeling content with and see the joy in ourselves, others and life in general

