

Emotional Intelligence in a Nutshell

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Endorsing the Mayer-Salovey-Caruso model, emotional intelligence refers to an ability to recognize the meanings of emotion and their relationships, and to reason and problem-solve on the basis of them. EI is involved in the capacity to perceive emotions, assimilate emotion-related feelings, understand the information of those emotions, and manage them.

Thus EI is the ability to perceive, use, understand and manage emotion, which is put into action through three pursuits that make up the 1-2-3, K-C-G model:

Know yourself (What is your awareness level?)

This pursuit is about awareness of action – *what* we do – increasing self-awareness, recognizing patterns and identifying feelings help you understand what ‘makes you tick’ and is considered a first step to self-development and growth.

- **Enhance emotional literacy** – learning to accurately identify and appropriately express both simple and compound feelings
- **Recognize patterns** – consciously identifying and acknowledging our own habitual reactions

Q: What happened? What were your feelings? What did you do with those feelings? Is this typical?

Choose yourself (How do you follow intentions?)

This pursuit is about intentionality – *how* we do it – building self-management and self-direction allows you to consciously redirect your thoughts, feelings and actions, as opposed to reacting unconsciously.

- **Apply consequential thinking** – assessing the short- and long-term costs and benefits of our choices, emotionally as well as tactically
- **Navigate emotions** – managing feelings to access the wisdom and energy they offer; making feeling combinations a strategic resource
- **Engage intrinsic motivation** – gaining energy from personal values and commitments versus being driven by others or external forces
- **Exercise optimism** – taking a proactive perspective of choice and opportunity, of hope and possibility

Q: What options did you have? What effect did you have? What effect did you want to have? What’s likely to happen next? How can you tweak this to your advantage?

Give Yourself (Why would you apply your EQ skills?)

This pursuit is about purpose and self-direction – *why* we do it – aligning your daily choices with your larger sense of purpose (stemming from your values and compassion), which allows you to increase your wisdom and achieve your vision.

- **Increase empathy** – recognizing and appropriately responding to the emotions of others
- **Pursue noble goals** – connecting your daily choices with your deep sense of purpose, which leads to principled decision making

Q: How did that match with your purpose? How did this connect with your mind and your heart? What effect did this have on others? What matters most? How can you take charge?

We seek to find alignment between the three pursuits.