

# Emotional intelligence

## TIP SHEET

Relationships Australia WA has developed a range of tips to help support you during difficult times. As a free resource, we encourage you to share this with your community.

Emotional Intelligence is a form of social intelligence that helps you to understand your own emotions, recognise them in other people and use this knowledge to make better and more effective decisions.

In 1995 Daniel Goleman published his well-known book Emotional Intelligence, which explores what makes leaders effective. He suggests there are five key areas to Emotional Intelligence - Self Awareness, Self-Regulation, Motivation, Empathy and Social Skills.

The good news is you can practice and improve your emotional intelligence. If you are looking to improve your interpersonal skills or build stronger relationships, these tips can help you improve your Emotional Intelligence.

### 1. Recognise your own emotions in real time

It can be helpful to ask yourself what you are feeling right now. Feelings can be complex, so it may take some practice to understand exactly what they are and learn to give them the correct name. For example, it can be hard to tell if you feel apprehensive, agitated or impatient - you may even feel all three at the same time. If you can describe your feelings accurately you can more effectively communicate your concerns and needs to others

### 2. Take a breath when emotions run high

Learning to manage your emotions is a skill that takes practice. First, you need to be aware of them and then work on reacting in a helpful manner, rather than adversely in the heat of the moment. Strategies like mindfulness can help you stay calm and think about the best course of action or words to use.

### 3. Practise empathy

The practice of empathy includes genuinely caring, recognising and understanding the emotions someone else is experiencing. It involves seeing the problem from the other person's perspective rather than your own and communicating your understanding back to them. Good listening can help you develop these skills. Simple acts like putting down your phone, paying attention and really listening to what someone is saying can help you develop your empathic skills. This in turn will help you connect better with other people and strengthen your relationships.

### 4. Stay open-minded and curious about other people

We can often be quick to judge, which hinders effective, clear communication and resolution of

differences. Nobody likes to be judged, so try to manage your emotional reactions first. Then you can approach challenging situations with respectful communication. Focus on reaching a clear understanding and achieving the best possible outcome for both parties. This will help you navigate challenging moments in relationships.

If you would like to increase your emotional awareness and control, our [Emotional Intelligence course](#) could be great for you.

Discover our upcoming Education Courses and Workshops [here](#).