

WHAT

IS

EMOTIONAL

INTELLIGENCE?

Emotional intelligence is important at work because it helps people communicate better, work well together, and lead effectively. By understanding and managing emotions, we can create a supportive environment where teams handle challenges, resolve conflicts, and build trust. It also leads to better decisions, happier employees, and a more positive, productive workplace.

BE SELF AWARE

Recognize what you're good at and use those strengths to your advantage. At the same time, identify areas for improvement and take steps to grow in those areas.

RESPOND DON'T REACT

Pause and assess the situation before taking action. Thoughtful responses lead to better outcomes than impulsive reactions driven by emotion.

SELF-REFLECT

Take a moment to explore why you feel or react the way you do. Understanding the reasons behind your emotions helps you respond with clarity and intention.

6 Ways to Practice

EMOTIONAL INTELLIGENCE

SHOW EMPATHY

Putting yourself in someone else's shoes to see things from their perspective, & understand their experiences, feelings and emotions can help you respond with genuine care.

APOLOGIZE

Take responsibility for YOUR part of a disagreement, problem, or conflict. Accept when you're wrong, Give a genuine apology when you've made a mistake.

PRACTICE HUMILITY

Acknowledge that you don't have all the answers. Approach situations with curiosity and a willingness to learn from others, even when emotions run high.