

One Source EAP Connections

The Importance of Emotional Intelligence

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Emotional Intelligence During Times of Stress

We all know that one friend or colleague who seems to handle every crisis calmly, keeping his or her temper, communicates directly and honestly, is respectful, empathic, and open. This is the person we turn to during tough times, like now.

The secret is this friend demonstrates Emotional Intelligence (EQ). EQ is the ability to recognize and understand emotions in yourself and others and to use this awareness to manage your behavior and relationships. (Goleman & Boyatzis)

We'd all love to be like that friend and be able not only to be resilient in a crisis, but help others through it as well. The good news is that EQ can be developed with practice. See the sidebar at right. As you gradually build EQ, you learn to adapt to everyday stressors, empathize with coworkers and deepen relationships. EQ allows us to connect with others, understand ourselves better, and live a more authentic, healthy and happy life.

Read below to see how One Source EAP help you improve your emotional intelligence.



Honing Your Emotional Intelligence

Building Emotional Intelligence takes time and persistence but will pay off in better relationships. The article, "Utilizing Emotional Intelligence in the Workplace" by Kendra Cherry, MS describes steps we can take to improve emotional intelligence:

1. Become more self-aware
2. Practice self-regulation
3. Improve social skills
4. Become more empathetic
5. Work on your motivation

For details on each step, read the full article [here](#).

Emotional Intelligence Resources you can use

One Source EAP can help you and your team build Emotional Intelligence and other skills to help you become more resilient and better cope as the pandemic stretches on.

Seminars: **Practicing Emotional Intelligence, Achieving Success by Developing Emotional Intelligence.** See the full [seminar catalog](#) and [COVID-19 seminar listing](#) on our EAP website.

Visit the completely redesigned [One Source EAP website](#) to help you quickly and easily review your benefit, get answers to your questions, prepare for your first counseling session, find associated resources and more.

[The Calm Collection](#) videos are designed to help you feel better in just a few minutes with stress relief techniques and a laugh or two.