

Emotional Intelligence

Emotional intelligence is the starting point of coaching. If you're emotionally intelligent you'll tend to behave in a coaching way anyhow, even if you've never heard of coaching.

Sir John Whitmore

Emotional Intelligence Coaching – Neale, Spencer-Arnell and Wilson 2009

Who do you know who's a people person? Describe what makes them good with people:

Your description may well be a definition of emotionally intelligent behaviour and attitudes. Individuals who behave with emotional intelligence:

- Know themselves well (4) and accept themselves (1) – their qualities and strengths, their flip sides, their vulnerabilities
- Manage their personality (7) so they have high personal and interpersonal effectiveness (8)
- Can read other people well (5), understand and empathise with them (6)
- Manage their relationships well in different situations (9)
- Value and respect themselves for who they are as well as what they do (1)
- Show their high regard for other people (2) through respectful communication and actions (9)
- Approach life with realistic optimism taking what's good or what they've learned from situations into their future (3).

	<i>Relationship with self</i>	<i>Relationship with others</i>	<i>Relationship with the world</i>
<i>Choices</i>	(7) self management	(8) relationship management	(9) situation management
<i>Focus / Attention</i>	(4) self awareness	(5) awareness of others	(6) situational awareness
<i>Core Attitudes</i>	(1) self regard	(2) regard for others	(3) healthy optimism

Adapted from AppliedEI™