

Working Remotely: Tip of the Week

Emotional Intelligence: Now More than Ever

As you may have read in the last Tip of the Week, acknowledging and processing grief demonstrates emotional intelligence, or EI. What is EI?

Emotional intelligence consists of four competencies: self-awareness, self-regulation, empathy, and social skills. No one can claim to be totally high in EI as each situation is reacted to independently and is influenced by many factors. How one responds reflects his or her environment, health, stressors, and even if he or she is hungry and/or tired. The important competency is to be aware and decide how to respond before responding. Stephen Covey wrote that one needs to create a gap between stimulus and response, and it is in that gap that a choice can be made as to how one responds.

In these times of uncertainty and stress, we need to build and strengthen our EI for ourselves and for others. While IQ scores have increased over time, EI has not, as evidenced by current events. Knowing how we and others are feeling and responding appropriately is one key element to enhancing our social, working, and community relationships.

For more information on EI, view [Daniel Goleman Introduces Emotional Intelligence | Big Think video](#), the scholar and author who is credited with bringing EI into everyday conversation.

Going further...

If you are interested to chat or have questions about EI, join in an informal gathering with other MC colleagues. Register in MC Learns, choose the personal development learning category, and click on "Zoom Room" to obtain the Zoom link. This follow up is scheduled every Thursday, 2:30-3:30 p.m., to continue learning about the Tip of the Week topic.

For more Tips on working remotely, please visit <https://bit.ly/mc-remote-working-e> and watch for the next tip on Monday, September 21.

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