



Thriving in practice – increasing Emotional Intelligence Skills

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Emotional Intelligence skills consist of the following categories:

Intra-personal

1. Self-awareness (internal and external)
2. Self-management (when to express emotions, how to express them and when not to)

Inter-personal

3. Social awareness (correctly recognising emotions in others)
4. Relationship management (being able to say and do things that successfully influences the emotions in others)

Because of what is known as cognitive bias, our emotional intelligence skills are only ever as good as our level of self-awareness. When we do not know and understand how our emotions operate, we end up projecting intents, emotions and assumptions unto others and we literally are not able to read other people correctly.

Entity theorists have a deep assumption that people are inherently superior or inferior. By definition, if you have completed a difficult education, you are more important than people who haven't (note: this is often held the most strongly by people who do NOT have the education). The assumptions can be so deeply rooted that they have become almost unconscious – the person never questions where the thoughts come from, they simply treat people differently.