

# EQ-i<sup>2.0</sup> MODEL OF EMOTIONAL INTELLIGENCE

*Emotional Intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.*

- Multi-Health Systems Inc.



# EQ-I<sup>2.0</sup> MODEL OF EMOTIONAL INTELLIGENCE

## SELF-PERCEPTION

Self-Perception addresses the inner self. The subscales include Self-Regard, Self-Actualization, and Emotional Self-Awareness, which together are designed to assess feelings of inner strength and confidence, persistence in the pursuit of personally relevant and meaningful goals, and an understanding of what, when, why, and how different emotions impact thoughts and actions.

- Self-Regard
- Self-Actualization
- Emotional Self Awareness

## INTERPERSONAL

The Interpersonal scale includes Interpersonal Relationships, Empathy, and Social Responsibility. This facet of emotional intelligence measures one's ability to develop and maintain relationships based on trust and compassion; articulate an understanding of another's perspective; and act responsibly while showing concern for others, a team or a greater community/organization.

- Interpersonal Relationships
- Empathy
- Social Responsibility

## SELF-EXPRESSION

Self-Expression is an extension of Self-Perception and addresses the outward expression or the action component of one's internal perception. This facet of emotional intelligence is comprised of Emotional Expression, Assertiveness, and Independence. It assesses one's propensity to remain self-directed and openly expressive of thoughts and feelings, while communicating these feelings in constructive and socially acceptable ways.

- Emotional Expression
- Assertiveness
- Independence

## DECISION MAKING

The Decision Making scale addresses the ways in which one uses emotional information. This facet of emotional intelligence includes Problem Solving, Reality Testing, and Impulse Control. Collectively, this scale reveals how well one understands the impact emotions have on decision making, including the ability to resist or delay impulses and remain objective in order to avoid rash behaviors and ineffective attempts at problem solving.

- Problem Solving
- Reality Testing
- Impulse Control

## STRESS MANAGEMENT

The Stress Management scale is comprised of Flexibility, Stress Tolerance, and Optimism. Collectively, this facet of emotional intelligence addresses how well one can cope with the emotions associated with change and unfamiliar or unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.

- Flexibility
- Stress Tolerance
- Optimism

## WELL-BEING INDICATOR

The original EQ-i included Happiness as one of the 15 components of emotional intelligence. The exploration of the Well-Being Indicator included a detailed look into the relationship between one's level of happiness and all the other facets of emotional intelligence. The results found happiness to be more a product of emotional intelligence and less as a contributing factor. Additionally, Self-Regard, Optimism, Interpersonal Relationships, and Self-Actualization were identified as key facets of emotional intelligence with direct connections to happiness and well-being that can be developed by effective coaching practices and positive change.

- Self-regard
- Optimism
- Interpersonal Relationship
- Self-actualization

# EQ-I<sup>2.0</sup> COMPETENCY DEFINITIONS

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## SELF-PERCEPTION

**Self-Regard** - Respecting oneself while understanding and accepting one's strengths and weaknesses. Self-Regard is often associated with feelings of inner strength and self-confidence.

**Self-Actualization** - Persistently trying to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

**Emotional Self-Awareness** - Recognizing and understanding one's own emotions. This includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on the thoughts and actions of oneself and others.

## SELF-EXPRESSION

**Emotional Expression** - Openly expressing one's feelings verbally and non-verbally.

**Assertiveness** - Communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

**Independence** - Being self-directed and free from emotional dependency on others. Decision-making, planning, and daily tasks are completed autonomously.

## INTERPERSONAL

**Interpersonal Relationships** - Developing and maintaining mutually satisfying relationships that are characterized by trust and compassion.

**Empathy** - Recognizing, understanding, and appreciating how other people feel. Empathy involves being able to articulate your understanding of another person's perspective and behaving in a way that respects others' feelings.

**Social Responsibility** - Willingly contributing to society, to one's social groups, and generally to the welfare of others. Social Responsibility involves acting responsibly, having social consciousness, and showing concern for the greater community.

## DECISION MAKING

**Problem Solving** - Finding solutions to problems in situations where emotions are involved. Problem solving includes the ability to understand how emotions impact decision making.

**Reality Testing** - Remaining objective by seeing things as they really are. This capacity involves recognizing when emotions or personal bias can cause one to be less objective.

**Impulse Control** - Resisting or delaying an impulse, drive or temptation to act and involves avoiding rash behaviors and decision making.

## STRESS MANAGEMENT

**Flexibility** - Adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

**Stress Tolerance** - Coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

**Optimism** - Remaining hopeful and resilient, despite occasional setbacks. Optimism is an indicator of one's positive attitude and outlook on life.