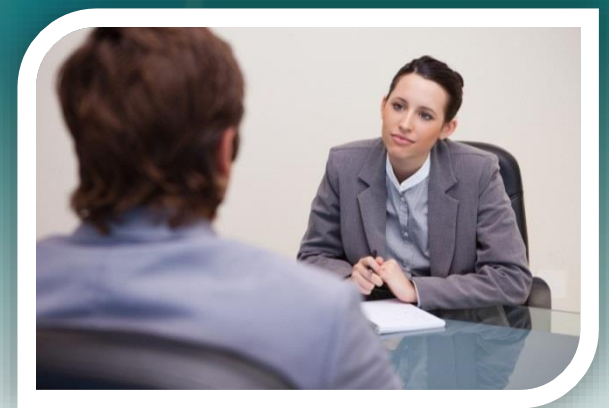




Emotional Intelligence

A Scientifically Proven Method for Developing the Skills of Success



Self-Guided Learning Program

Overview



Introduction

Motivated business professionals are looking for every edge to be successful in the workplace. Naturally, many develop expertise in technical or task-oriented skills in order to enhance their careers. However, those who have a high level of awareness and control over their emotions, and use their emotions to connect with others and develop positive relationships, will find even greater success in the workplace.

This soft skill is known as *emotional intelligence*, and it is an essential element in the business world, especially in high-stress environments. If you are unable to control your emotions, they can preoccupy your thoughts and interfere with your ability to evaluate a situation objectively. On the contrary, knowing what triggers your emotional responses and understanding how to exercise self-control over them enables you to confront difficult issues and manage change with clarity and composure.



Test Your Knowledge

Read the question, then click on the answer.

Which of the following is an accurate statement about your emotions?

A. How others behave triggers your emotions.

B. Once it begins, you cannot stop being “emotionally hijacked.”

C. Your interpretation of a situation, not the situation itself, causes your feelings.

D. All emotions are irrational.

