

## What is Emotional Intelligence?

Emotional Intelligence involves a set of skills that define how effectively you perceive, understand, express, reason with and manage your own and others' feelings in a professional and effective manner. These skills are important at work as emotions are an inherent part of workplace activities at all levels. Emotions affect workplace decisions and strategies every day.

Emotional Intelligence is one of the most defining factors in workplace success and effectiveness. Emotional Intelligence can make a difference in the workplace, including:

- productivity and performance
- interpersonal effectiveness
- leadership capability
- sales performance
- teamwork
- customer service, and
- job satisfaction.

The Genos model of emotional intelligence comprises seven distinct skills:

1. Emotional self-awareness
2. Emotional expression
3. Emotional awareness of others
4. Emotional reasoning
5. Emotional self-management
6. Emotional management of others
7. Emotional self-control.

The Genos Emotional Intelligence Inventory (Genos EI) is a measure of emotionally intelligent workplace behaviour. It measures how often individuals display emotionally intelligent workplace behaviour according to a taxonomic seven-factor model of emotional intelligence identified by Dr Benjamin Palmer and Professor Con Stough from Swinburne University, Australia. The inventory can be completed online, consists of 70 items and takes approximately 15-20 minutes to complete. The table below presents a definition of each emotional intelligence skill measured, and workplace outcomes that can be achieved from displaying each skill effectively at work.

The technical manual for the Genos Emotional Intelligence Inventory can be downloaded from <http://www.genos.com.au/research/tech>

Updated references for research on the Genos Emotional Intelligence Inventory can be found at <http://www.genos.com.au/research/biblio>

EI Skill	Definition	Workplace Outcomes
<b>Emotional Self-Awareness</b>	The skill of perceiving and understanding one's own emotions.	<ul style="list-style-type: none"> <li>• The capacity to identify and understand the impact one's own feelings is having on thoughts, decisions, behavior and performance at work</li> <li>• Greater self-awareness</li> </ul>
<b>Emotional Expression</b>	The skill of effectively expressing one's own emotions.	<ul style="list-style-type: none"> <li>• Creating greater understanding amongst colleagues about yourself</li> <li>• Creating trust and perceptions of genuineness amongst colleagues</li> </ul>
<b>Emotional Awareness of Others</b>	The skill of perceiving and understanding others' emotions.	<ul style="list-style-type: none"> <li>• Greater understanding of others, how to engage, respond, motivate and connect with them</li> <li>• Interpersonal effectiveness</li> </ul>
<b>Emotional Reasoning</b>	The skill of utilizing emotional information in decision-making.	<ul style="list-style-type: none"> <li>• Enhanced decision-making where more information is considered in the process</li> <li>• Greater buy-in from others into decisions that are made</li> </ul>
<b>Emotional Self-Management</b>	The skill of effectively managing one's own emotions.	<ul style="list-style-type: none"> <li>• Improved job satisfaction and engagement</li> <li>• Improved ability to cope with high work demands</li> <li>• Greater interpersonal effectiveness</li> <li>• Enhanced productivity and performance</li> </ul>
<b>Emotional Management of Others</b>	The skill of influencing the moods and emotions of others.	<ul style="list-style-type: none"> <li>• The capacity to generate greater productivity and performance from others</li> <li>• The capacity to generate a positive and satisfying work environment for others</li> <li>• The capacity to effectively deal with workplace conflict</li> </ul>
<b>Emotional Self-Control</b>	The skill of effectively controlling strong emotions experienced.	<ul style="list-style-type: none"> <li>• Emotional well-being</li> <li>• The capacity to think clearly in stressful situations</li> <li>• The capacity to deal effectively with situations that cause strong emotions</li> </ul>