



# Emotional Intelligence

Module 2





# Emotional Intelligence: A Human Skill

The ability to perceive, express, understand, and manage emotions.

- Emotions guide thinking, behavior, and connection
- People differ in how they process emotion
- These differences matter in leadership

(Bru-Luna et al., 2021)



# What Emotional Intelligence Includes



- Perceiving emotions accurately
- Understanding emotional meaning
- Regulating emotions intentionally
- Using emotion to guide action



(Mayer et al., 2008)

# Hallmarks of Emotional Intelligence in Leadership ...

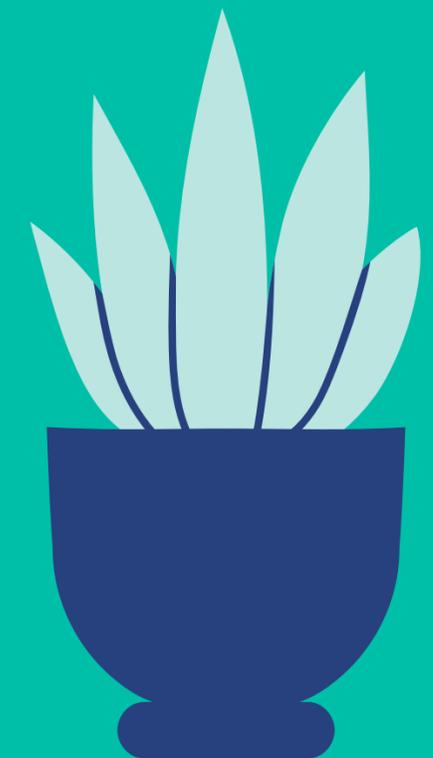
Self-Awareness

Self-Regulation

Motivation

Empathy

Social Skill



# Emotional Intelligence & Leadership

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- Leadership is emotionally demanding
- EI supports trust, influence, and regulation
- This is critical in relational and people-centered roles



(Coronado-Maldonado & Benítez-Marquez, 2023)

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# Strategies to Develop Emotional Intelligence



**Self-Assessment**



**Journaling**



**Practice Active Listening**



**Regulate Before you Relate**



**Practice Empathetic Curiosity**



**Build Trust Through Relationship**

# A Person-Centered Takeaway

Emotional intelligence is deeply person-centered

- It's about how we show up
- Awareness → regulation → choice
- A skill for sustainable leadership



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# Thank you for participating!

