

Emotional Intelligence

Emotional intelligence can be divided in four "branches":

1. Emotional perception and expression, i.e.: ability to:
 - * identify one's own emotions and express them accurately
 - * identify emotions in other people (registering, deciphering and attending to emotional messages as they are expressed in facial expression and voice tone)
 - * discriminate between real and phoney emotional expressions
2. Emotional facilitation of thought, i.e.: taking advantage of emotions to:
 - * redirect attention to important events
 - * facilitate judgment, memory and decision making
 - * consider and appreciate multiple points of view
 - * encourage creativity and different approaches to problem solving
3. Emotional understanding, i.e.: ability to:
 - * label emotions
 - * understand the relationships among various emotions
 - * perceive the causes and consequences of emotions
 - * understand complex feelings and emotional blends
 - * understand transitions among emotions
4. Emotional management, i.e.: ability to:
 - * be open to feelings, both pleasant and unpleasant
 - * stay aware of, monitor, and reflect upon emotions
 - * engage, prolong or detach from an emotional stage

Source: Peter Reilly, *Teaching Law Students How to Feel: Using Negotiation Training to Increase Emotional Intelligence*, Negotiation Journal, Volume 21, Number 2, April 2005