

****Capsule 3: 10 MINUTES TO UNDERSTAND EMOTIONAL INTELLIGENCE AS A TOOL FOR BETTER LIVING AND COLLABORATING TOGETHER****

(Video of 9 minutes + Quiz 1 minute)

****Introduction (1 minute)**

Hello everyone, I am Habiba Dassouli, a coach and trainer in personal and professional development. Today, we will discuss the importance of managing emotions for personal and professional emotional well-being. I invite you through this video to explore how to connect with your emotions and feelings, how to manage your emotional intelligence, and what impact this will have on your interpersonal relationships.

****Part 1: Definition of Emotional Intelligence (1 minute)**

Emotional intelligence is the ability to recognize, understand, and manage our own emotions and those of others. It has five main components: self-awareness, self-regulation, motivation, empathy, and social skills. This theory by Mayer and Salovey (1997) suggests that managing emotions is crucial for well-being.

Ultimately, our emotions are somewhat like a barometer that fluctuates according to the emotions we face daily. Being emotionally intelligent means keeping an eye on the barometer of our emotions and those of others, knowing how to name the emotions felt, knowing how to satisfy them in order to be able to control them.

****Part 2: Importance of Emotional and Relational Intelligence (3 minutes)**

"Emotional intelligence is essential because it helps us navigate our relationships, manage stress, make decisions, communicate effectively, and achieve our personal and professional goals. It is as important, if not more so, than cognitive intelligence for success in life." According to Frijda (1994) and Lazarus (1991), emotional skills allow us to analyze the impact of emotions on our behaviors and reasoning in different personal and professional situations and to use our emotions strategically to increase individual and collective efficiency.

Goleman (2006) expanded the concept to include relational intelligence, highlighting the importance of emotional understanding in interpersonal relationships, enabling us to better understand how we perceive, understand, and manage our relationships with others. Relational intelligence allows better collaboration and teamwork in that it promotes the ability to work effectively with others towards common goals. It also encourages creativity and collective productivity.

What are the keys to developing emotional and relational intelligence?

One of the first keys to acquire is empathy, which is the ability to put oneself in others' shoes, to understand and feel their emotions. This encourages us to connect with others with more compassion. Other keys, such as non-verbal communication, teach us to read emotions that are not expressed verbally, to decode signals sent by facial expressions or body language, all with the aim of improving the quality of our communication by paying attention to feedback from the other and synchronizing with them.

Among the strategies that help improve relational intelligence, we have the art of active listening (see capsule 2) which involves giving total attention to what the other is saying to show interest and respect, and also the art of cultivating positive relationships by maintaining open communication. Knowing how to manage conflicts constructively and peacefully without blaming the other while taking responsibility in the emergence of the conflict and questioning the "cause and effect" relationship helps to establish a harmonious social environment.

We then talk about emotional maturity!

****Part 3: Managing Emotions (3 minutes)**

Managing emotions is a key part of emotional intelligence. This means being able to stay in control of your emotions even in stressful or difficult situations. This may involve techniques such as deep breathing, meditation, or simply taking a moment to reflect before reacting. We then talk about taking a step back! You've probably heard that we should not make decisions when the emotion of "anger" is too present in us and that we should not promise too much or commit when the emotion of "joy" is also too present.

Managing your emotions means learning to identify them (fear, sadness, anger, joy...), learning to separate the emotions so as not to be at their mercy. It also means being able to control your emotions by satisfying the needs of each expressed emotion. For example, to calm the emotion of "anger," we need to present or receive apologies; to calm the emotion of "fear," we need protection and a sense of security; to calm the emotion of "sadness," we need support and consolation; and finally, to calm the emotion of "joy," we need sharing.

But managing emotions also means knowing how to identify the other's emotion, demonstrating listening and empathy without judgment in order to enter into a relationship and positively nurture the relationship over time. If we understand that in the management of emotions we are at least two, and that we are partly responsible for the evolution of the other's emotions by our non-verbal (gestures, facial expressions, posture) or paraverbal (sound, volume, noise) attitude, then we become more emotionally and relationally intelligent.

By using a powerful tool like assertiveness, also called the art of diplomacy in communication, we learn to choose the right moment to interact with the other, to decode our emotions and those of the other to positively synchronize, to use marks of respect and recognition towards the other in order to improve interpersonal relationships and develop relational intelligence.

****Part 4: For Personal and Professional Well-being (2 minutes)**

Emotional intelligence also contributes to our personal and professional well-being. By understanding and managing our emotions, we can improve our mental health, strengthen our relationships, and increase our job satisfaction.

If we return to Maslow's pyramid (1954), we see that the realization of personal potential is a key aspect of the hierarchy of needs requiring the pursuit of personal growth and self-

realization. This involves effective management of our relationships, the ability we have to make wise decisions regarding our own behavior, knowing when to:

- Confront,
- Keep silent,
- Comfort or support, always with the aim of preserving the relationship.

We thus talk about "choosing" our battles. Some situations resolve themselves by adopting a silence of circumstance to let the other's anger subside; in other situations, we need to support or comfort to reduce the emotion of sadness in the other and preserve the relationship...

Behaving this way, adopting the right strategy for each situation, is being fully conscious in the use of our emotional and relational intelligence.

****Conclusion (1 minute)**

In conclusion, emotional intelligence is an essential skill that we should all seek to develop. It can help us live a more balanced, satisfying, and successful life. Thank you for listening to me today, and I hope you will continue to explore and develop your own emotional and relational intelligence.

Don't forget to answer the QUIZ at the end of the video!

****QUIZ (1 minute)**