

Emotional Intelligence refers to the capacity to recognize and manage our own feelings and to recognize and respond effectively to those of others.

There are various theorists who have developed different models of emotional intelligence.

They are very similar but have a few variations in how they are structured. For the purposes of these lessons, we have chosen to use Daniel Goleman’s model with four domains:

- Self-awareness,
- Self-management,
- Social awareness and
- Relationship management.

This was originally developed in 1998 with five domains and redesigned in 2002 with four domains.

Each domain has the connected competencies listed inside the boxes.

**DANIEL GOLEMAN’S EMOTIONAL INTELLIGENCE QUADRANT**

**Recognition/Awareness**

<p><b>Self-Awareness</b></p> <p>Emotional self-awareness Accurate self-assessment Self-confidence</p>	<p><b>Social Awareness</b></p> <p>Empathy Organizational Awareness Service</p>
<p><b>Self-Management</b></p> <p>Emotional Self-Control Transparency Adaptability Achievement Initiative Optimism</p>	<p><b>Relationship Management</b></p> <p>Influence Inspirational Leadership Developing Others Change catalyst Building bonds Conflict Management Teamwork &amp; Collaboration Regulation/Control</p>