



Lesson 7 - Emotional Intelligence

Emotional Intelligence (EI) is the ability to recognize, understand, and manage our emotions — and the emotions of others. According to Daniel Goleman, EI accounts for nearly 90% of what **sets** high performers **apart** from peers with similar technical skills and IQ. It influences:

- Leadership effectiveness
- Decision-making
- Conflict resolution
- Personal well-being
- Relationship satisfaction

In today's world, being emotionally intelligent is not optional — it's essential.

The 5 Core Pillars of Emotional Intelligence

1. Self-Awareness

- Recognizing your own emotions and their impact.

2. Self-Regulation

- Managing impulses, **moods**, and behaviors in **healthy** ways.

3. Motivation

- Using your emotions to stay focused on your goals with energy and determination

4. Empathy

- Understanding the emotions of others and responding with compassion.

5. Social Skills

- Managing relationships and building networks effectively.



Real Case Scenario: Emotional Intelligence at Work

Context:

Sofia is a project manager at a tech company. During a team meeting, a colleague unexpectedly criticizes her ideas of a new project in front of everyone.

What Happens:

Instead of reacting defensively or **shutting down**, Sofia takes a deep breath and calmly responds, “I see your **concerns**. Let’s talk more after the meeting so I can better understand your **point of view**.” She listens actively, clarifies **misunderstandings**, and uses the feedback to adjust her plan **slightly** — **gaining** the team’s support.

Why It Shows Emotional Intelligence:

Self-awareness: She recognizes her emotional **trigger** but doesn’t let it control her.

Self-regulation: She pauses before reacting, choosing a **thoughtful** response.

Empathy: She considers the colleague’s perspective without taking it personally.

Social skills: She **avoids** potential conflict and maintains team harmony.

Reflective Exercise

Can you remember a situation in your life where a lack of emotional intelligence led to a negative outcome? Looking back now—with a clearer understanding of EI—what could you have thought, felt, or done differently to create a more positive result?

Vocabulary

- 1- **set apart** – diferenciar / destacar
- 2- **moods** – humores
- 3- **healthy** – saudável
- 4- **instead of** – em vez de
- 5- **shut down** – se fechar
- 6- **deep breath** – respiração profunda
- 7- **concerns** – preocupações
- 8- **point of view** – ponto de vista
- 9- **misunderstandings** mal-entendidos
- 10- **slightly** – levemente / um pouco
- 11- **gain** - ganhar
- 12- **trigger** – gatilho
- 13- **thoughtful** – reflexivo
- 14 - **avoid** - evitar

