ePsy Consultancy

Emotional Intelligence Ability in a Nutshell
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Based on a decade of research and theorizing by psychologists Jack Mayer and Peter Salovey, emotional intelligence is the ability to reason effectively with and about emotions, and the capacity of emotions to enhance thinking. Being an important component of personality function, emotional intelligence is a two-way link between feeling and thinking. It is based on four related, but distinct abilities to work together as a process model of emotions, also called an Emotional Blueprint – a general approach for better understanding and addressing critical situations according to capability in the following:

Branch 1: Perceiving emotions
Appraising emotional data, this capability enables you to accurately recognize and express how you, as well as those around you are feeling, or that around you are associated with feeling.
- **Task A: Faces** – the ability to promptly identify how people feel based upon their facial expression
- **Task E: Pictures** – the ability to determine the emotions that are being expressed in the surrounding environment, e.g., landscapes, images

Branch 2: Using emotions to facilitate thought
Selectively drawing from emotional data, this capability enables you to generate and use emotions to inform cognitive tasks (such as problem solving and creativity), and to guide and prioritize your thinking.
- **Task B: Sensations** – the ability to relate feeling sensations (such as light, colour, temperature) to an emotion, thus generating a certain mood to then use its associated sensations to reason
- **Task F: Facilitation** – the ability to know how moods interact and support thinking and reasoning

Branch 3: Understanding emotions
Organizing and making emotional data meaningful, this capability enables you to understand, group and label complex emotions and emotional chains, and how emotions transition from one stage to another. It also includes appreciating emotional meaning and predicting how emotions will change.
- **Task C: Changes** – the ability to understand what it takes for emotions to transition or change over time, e.g., for frustration to turn into anger
- **Task G: Blends** – the ability to connect situations with certain emotions, e.g., making the jump from a situation involving a loss, to grief and sorrow

Branch 4: Managing emotions
Regulating emotional data, this capability enables you to stay open to emotional data, and intelligently integrate and modulate the emotions in yourself and in others through reflective engagement and detachment. This in turn enables you to devise effective strategies that help you arrive at constructive decisions and behaviour.
- **Task D: Emotion management (self)** – the ability to incorporate internalized emotions into decision making and gauging its effectiveness
- **Task H: Social management, or emotional relations (others)** – the ability to incorporate emotions of others into decision making and gauging its effectiveness

Areas
The four branches are distinct, yet related.
- **Experiential EIQ** – the ability to perceive, respond to, and manipulate emotional information without necessarily understanding it. This area represents Branches 1 & 2.
- **Strategic, or reasoned EIQ** – the ability to understand and manage emotions without necessarily perceiving feelings well, or fully experiencing them. This is a culmination of Branches 3 & 4.

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