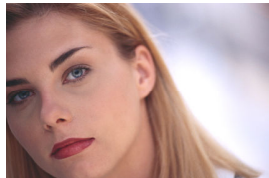


Emotional Intelligence: Sixteen Learnable Skills

Emotional Self

Awareness: the ability to recognize your feelings accurately.



Emotional Expression:

the ability to express your feelings openly, both verbally and non-verbally.



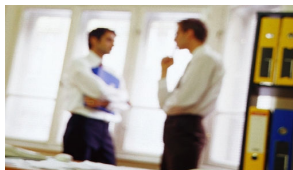
Empathy: the ability to be aware of, to understand, and to appreciate the feelings of others.



Flexibility: the ability to adjust your emotions, thoughts, and behavior to changing situations and conditions.



Assertiveness: the ability to express your feelings, beliefs, and thoughts, and to defend your rights in a nondestructive manner.



Interpersonal Relationship: the ability to establish and maintain mutually satisfying relationships that are characterized by intimacy and by giving and receiving affection.



Stress Tolerance: the ability to withstand adverse events and stressful situations without "falling apart," by actively and positively coping with stress.



Self-Regard: the ability to respect and accept yourself as basically good.



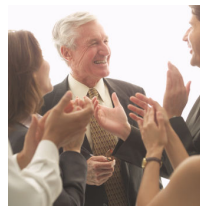
Social Responsibility: the ability to demonstrate yourself as a cooperative, contributing, and constructive member of your social group.



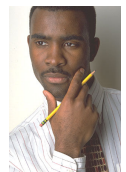
Impulse Control: the ability to resist or delay an impulse, drive, or temptation to act.



Self-Actualization: the ability to realize your potential capacities.



Problem Solving: the ability to identify and define problems, as well as to generate and implement potentially effective solutions.



Happiness: the ability to feel satisfied with your life, to enjoy yourself and others, and to have fun. (Focus on the present.)



Independence: the ability to be self-directed and self-controlled in your thinking and actions, and to be free of emotional dependency.



Reality Testing: the ability to assess the correspondence between what is experienced and what objectively exists.



Optimism: the ability to look at the brighter side of life and to maintain a positive attitude, even in the face of adversity. (Focus on the future.)

