

The EQi 2.0 Model of Emotional Intelligence



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Definition

Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Use emotional information in an effective and meaningful way
- Cope with challenges

Self - Perception

Self-Regard

Respecting oneself while understanding and accepting one's strengths and weaknesses; Often associated with feelings of inner strength and self-confidence.

Self-Actualization

Willingness to persistently try to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

Emotional Self-Awareness

The ability to recognize and understand one's own emotions. The ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on the thoughts and actions of oneself and others.

Self - Expression

Emotional Expression

Openly expressing one's feelings verbally and non-verbally.

Assertiveness

Communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

Independence

The ability to be self-directed and free from emotional dependency on others. Decision-making, planning, and daily tasks can be completed autonomously.

Interpersonal

Interpersonal Relationships

The ability to develop and maintain mutually satisfying relationships that are characterized by trust and compassion. Ability to be sociable, approachable, make friends and be a team player.

Empathy

Recognizing, understanding, and appreciating how other people feel. Being able to understand another's perspective, being sensitive and respectful to the feelings of others.

Social Responsibility

Willingly contributing to society, to one's social groups, and generally to the welfare of others. Involves acting in an environmentally friendly way, having social consciousness and showing concern for the greater community.

Decision Making

Problem Solving

Ability to find solutions to problems when upset, frustrated, stressed and overwhelmed. Includes the ability to understand how emotions impact one's decision-making.

Reality Testing

Capacity to remain objective by seeing things as they really are, recognizing when emotions or personal bias can cause one to be less objective. Ability to make realistic plans.

Impulse Control

Ability to resist or delay an impulse, drive or temptation to act or speak. Involves avoiding rash behaviors and decision-making.

Stress Management

Flexibility

Adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

Stress Tolerance

Coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

Optimism

Ability to keep a positive attitude and outlook on life, remaining hopeful and resilient despite occasional setbacks.