

# Self help matters.

Helping you to find your solutions

## Emotional Intelligence

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IQ is regarded as intellectual intelligence (Intellectual Quotient) and EQ refers to emotional intelligence (Emotional Quotient). Emotional Intelligence is about “being intelligent about emotions”. Intelligence, as we know it, is based on the qualifications we achieve academically and the intellect this gives us to make cognitive decisions.

But we also have a heart that shapes how we connect and communicate with other human beings. Our life will be defined by how well we get on with others and build strong relationships, at home, university and life beyond.

## Top Tips

**Self-awareness.** Do you understand the nuances of when you're sad, depressed, happy, distraught, elated, isolated, lonely, feeling down, enthused, deflated, apathetic and so on? Each conveys a defined emotion in response to a specific set of circumstances or variables. Identify the cause and effect.

**Self-management.** Do you know how and why you manage your emotional feelings and responses at any given time? What is necessary, sufficient, reasonable and appropriate? You decide.

**Social awareness.** Have you grasped how and why others feel and express the emotions the way they do? What are their triggers or cues? Do you understand and appreciate where they're coming from?

**Active Listening.** Are you really listening to what others are saying, not just the words, but the unspoken messages behind the words? Use all your senses to listen (visual, tonal, body language) and reflect back your understanding of what the other person is saying to clarify and demonstrate that you have heard them.

**Motivation.** Are you self-motivated and know what drives or inspires you to get on and succeed? What do you need to allow this motivation to lead you? What excites you and why? This creates passion and self-belief in yourself and others.

**Sorry.** If you make a mistake or say something inappropriate, apologising is an important conciliatory response that can help to build appreciation, openness, trust and honesty.

**Non-judgmental.** If you stereotype or rush to form your own personal opinion about others, you're making a judgment that can give you a misinformed reality of the person. Be open, transparent and accepting of other people's needs and wants.

**Individuality.** Get to know the real people you interact with; their loves, their hates, what inspires them, what demotivates them.

**Friendships.** Who are your real friends and why? They are often people who energize rather than sap your energy, who give you new perspectives and stimulate your thinking. How can you spend more time with them?

**Stress management.** How you deal with stress affects people around you, at home and work. Know your stress triggers and learn to adapt or manage them better.

**Parallel-talking.** When someone tells you something about them or their life, and you reply with your own similar experience, you're ignoring them and what they have said. This is not empathy as you're pulling the focus back on you.

**Trust.** Trust is a two-way street – trusting yourself and trusting others. You can't learn to trust others if you haven't learned to trust yourself.

**Consequences.** Understand the emotional consequences of your actions. How will people feel about, or emotionally react to, the decisions you make? What are the alternatives?

## Resources

### MOODZONE

Boost your mood, cope with stress, anxiety or depression or simply improve your overall emotional wellbeing.



**Opening Hours:** Online

[www.nhs.uk/conditions/stress-anxiety-depression/pages/low-mood-stress-anxiety.aspx](http://www.nhs.uk/conditions/stress-anxiety-depression/pages/low-mood-stress-anxiety.aspx)

### LIVING LIFE TO THE FULL

Want to know how to feel happier, more confident & worry less right now? Would you like to learn new ways of dealing with what life throws at you?



**Opening Hours:** Online

<https://littf.com/>

### THE MIX

Provides free, confidential support for young people under 25 via online, social and mobile.



**Opening Hours:** Online

[www.themix.org.uk](http://www.themix.org.uk)

### MINDFULNESS FOR STUDENTS

Helping you to stay calm, focused & better manage the pressures of student life.



**Opening Hours:** Online

<http://mindfulnessforstudents.co.uk/>

### UNIVERSITY OF ABERDEEN SERVICES & SUPPORT

A range of support resources for everyone at University



[www.abdn.ac.uk/infohub/support](http://www.abdn.ac.uk/infohub/support)

### BIG WHITE WALL

Online community of people who are anxious, feeling low or not coping who support and help by sharing what's troubling them. This is a free, online, moderated service and confidential.



**Opening Hours:** Online

[www.bigwhitewall.com](http://www.bigwhitewall.com)

#### If you are experiencing a crisis - please contact any of the following

- **Emergency Services** - telephone 999 (Free) 24 hours
- **Samaritans** - telephone 116 123 (Free) 24 hours
- **Breathing Space** - telephone 0800 83 8587 (Free) Mon-Thu 6pm-2am, Fri-Sun 6pm-6am
- **Nightline** - telephone 01224 272829 (local rate) term-time only, between 20.00-08.00
- **NHS 24** - telephone 111 (Free) 24 hours

For other support resources, please see - [www.abdn.ac.uk/counselling](http://www.abdn.ac.uk/counselling)