READING

Emotional Intelligence

Paragraph 1

In a famous experiment, a group of four year-olds were left alone with candy and they were told that they could not eat any until the adult returned. Years later, when the children were grown-ups, the researchers did a follow-up to the experiment. It turned out that children who resisted the temptation became more successful later in life. Traditionally, psychologists described intelligence in terms of problem-solving and memory. This test shows the importance of another kind of intelligence, so-called emotional intelligence. IQ tests are only one way to see how successful someone may become in life. Social and emotional abilities seem even more important.

Paragraph 2

Emotional intelligence is a buzz word that is often heard. So, what does it really mean? The term 'emotional intelligence' was coined in 1990. Emotional intelligence has to do with knowing when to express emotions and knowing when to control them. Empathy is a particularly important part of emotional intelligence. This is basically the ability to recognise other people's emotions.

Paragraph 3

It is necessary though to make a distinction between emotional intelligence and emotional competence. Let me illustrate this with an example. We already mentioned empathy as the ability to understand what someone else is feeling. Emotional competence would then mean transforming this into a skill. Empathy can actually be used to influence other people's behavior. Obviously we are talking about influence in a positive manner as opposed to manipulation.

Paragraph 4

Emotional intelligence is important for a successful performance at work but how can it be promoted? First and foremost, the competencies that are important are different from job to job, so it is essential to know what these are for your field. Self-awareness is here the core competence to develop. So employees should learn how their feelings and behavior affect themselves and others. After that, look at the individual and try to find out if they have the necessary social skills for a particular job. Then, share this information with the individual and when doing so, try to be as clear as possible. Always conduct feedback in a constructive manner because then it is more likely to be taken on board. Another advantage of constructive criticism is that it minimizes defensiveness.

Paragraph 5

Hiring competent trainers is key. Good trainers have empathy and are genuinely caring. They should adopt a step-by-step approach because a change in behaviour is more likely to happen if it is manageable and achievable. Trainers should provide ongoing feedback and help develop the skill of self-reflection. If there is no follow-up training, then the whole process is likely not to be taken seriously.

1. Choose the best title for each paragraph from A-F below and write the letter in the box. There is one more title than you need.

A. Turning emotional intelligence into a skill
B. Emotional intelligence in the workplace
C. Train the trainers
D. Cognitive and emotional intelligence
E. Choosing the right people
F. Its true meaning



2. What different words can be found for the following words and phrases in the headings?

1. turning:
2. in the workplace:
3. cognitive intelligence:
4. emotional intelligence:
5. choosing the right people:
6. its true meaning:

3. Are the statements True or False? (T/F)

1. There was no correlation between eating the candy and later achievements.
2. Part of emotional intelligence is being able to put yourself in someone else's shoes.
3. We should distinguish influence from manipulation.
4. People may get hostile when talking about their job performance.
5. It is sufficient to give the employee information about their performance since it is their own responsibility to improve.

4. Complete the sentences with information from the text.

1. I'm very proud of myself as last night to smoke.
2. My manager likes using trendy words. Self-reflection seems to be his new at the moment.
3. He is obviously not able to his true feelings.
4. Drinking a lot of water is if you want to survive.
5. He seems to have my advice as he is a lot more polite now.



LISTENING

True or false? (T/F)

1. It's better to say 'I'm unhappy' than 'This situation is getting on my nerves'.
2. Thoughts and feelings are not the same thing and we express them differently.
3. If we feel angry because of somebody's behaviour we should say 'You are making me angry'.
4. We should always think about how other people might feel.
5. Our own feelings should be more important than the feelings of others.
6. It is important to think in a positive way.
7. We should not concern ourselves with making other people feel better.
8. If people don't take you seriously, try talking to them and make them understand your feelings.

