Read the article. Do you agree or disagree with the statements? Check (✓) the boxes.

EMOTIONAL INTELLIGENCE

Emotional ***intelligence*** is the ability to manage your own and other people's emotions. Emotionally **intelligent** people can express their feelings clearly and appropriately, and they are generally optimistic and positive, with high self-esteem. Take the quiz and find out if you have high EQ. (Answer below.)

	AGREE	DISAGREE
SELF-AWARENESS		
1. I'm **decisive**. I know what I want.	☐	☐
2. I'm not **impulsive**. I think before I act.	☐	☐
3. **Jealousy** is not part of my life. I am not a **jealous** person.	☐	☐
MANAGING EMOTIONS		
4. I don't feel **guilty** or **ashamed** about things I've done in the past.	☐	☐
5. **Aggressive** people don't **upset** me. I can cope with their **aggression**.	☐	☐
6. I don't get **angry** and **upset** if people disagree with me.	☐	☐
MOTIVATION		
7. I'm very **motivated**, and I set **realistic** goals for myself.	☐	☐
8. I have the **confidence**, **determination**, and **self-discipline** to achieve my goals.	☐	☐
9. My main **motivation** in life is to make others **happy**.	☐	☐

	AGREE	DISAGREE
EMPATHY		
10. I know when my friends feel **sad** or **depressed**.	☐	☐
11. I'm very **sympathetic** when a friend has a problem.	☐	☐
12. I think it's important to be **sensitive** to how other people are feeling.	☐	☐
SOCIAL SKILLS		
13. If friends want to do things I don't want to do, I try to be **flexible**.	☐	☐
14. I think it's good to express emotions like **grief**, **hate**, and **anger**, but in private.	☐	☐
15. **Honesty** is important to me. I'm **honest** with people unless it will upset them.	☐	☐

Word sort

Complete the chart with nouns and adjectives from the article. Then choose five words from the chart, and make true sentences about people you know to tell a partner.

noun	adjective	noun	adjective	noun	adjective
aggression	*aggressive*	guilt		realism	
	angry	happiness		sadness	
	confident	honesty			self-disciplined
depression			intelligent	sensitivity	
	determined	jealousy		shame	
flexibility			motivated	sympathy	

Read the text and match the subheadings.

a. Offer to make things right.
b. Apologize right away.
c. Promise to act differently in the future.
d. Acknowledge any damage caused.
e. Admit you did something wrong.

APOLOGIES: THE KEY TO MAINTAINING FRIENDSHIPS



It's not always convenient or easy to say you're sorry. Sometimes we're too preoccupied to notice when we've hurt someone, or if we do, too busy to make a proper apology. In other cases, personal pride keeps us from admitting we've done something wrong. There are probably times when deep down we feel that we weren't entirely at fault, that the other person owes us an apology! Nevertheless, if we want to maintain good relationships with friends and colleagues, it's essential to know when and how to apologize:

1. _____ Even if it feels awkward to say you're sorry, do it as soon as possible. If you wait for the perfect moment, you may end up not apologizing at all. At the same time, if you've waited a bit too long, remember that it's never too late to say you're sorry and set things right.

2. _____ Don't let your personal pride get in the way of apologizing. Accept fully that you might have said or done something hurtful. Don't say, "I'm sorry if I offended anyone" or "I'm sorry you feel that way." This implies that you didn't really do anything wrong, that the other person is just overly sensitive. None of us is perfect, and there's no reason to feel embarrassed about needing to apologize.

3. _____ Our mistakes often have unpleasant consequences. An apology isn't complete unless you take responsibility both for hurting someone's feelings and for the specific problems you may have caused in that person's life.

4. _____ To show you're sincerely sorry, offer to repair any damage you've done. If you've broken something, offer to replace it. If you forgot a birthday, offer to take your friend out to dinner. Or if you're not sure what to do, say, "How can I make this up to you?"

5. _____ After admitting that you made a mistake, promise not to do it again, and keep to your commitment! If you have to apologize over and over for the same offenses, you'll soon lose the confidence of your friends.

Finally, sometimes we hesitate to say we're sorry because we feel the other person is more at fault and should apologize first! In these cases, remember that there are rights and wrongs on both sides of any conflict. Even if what happened wasn't 100 percent your fault, be the first to come forward and offer an apology. This act of kindness will make it clear just how much you value the other person's friendship. And it will make you feel better, too.

Find expressions in the article that are similar to the underlined expressions in the questions. Then ask and answer the questions with a partner.

1. Do you ever get so busy thinking about something that you forget to do things?
2. Have you ever said you were sorry, but secretly in your mind didn't mean it?
3. Can you think of any situations where it feels really uncomfortable to apologize?
4. What kinds of things keep people from apologizing?
5. Have you ever said to anyone, "How can I compensate for this?" What had you done?