

1 1.10 Complete the extract from a radio interview with words formed from the words in brackets.

Presenter: We have all heard about 'IQ' – a way of measuring intelligence. But maybe your 'EQ' is even more important. EQ is short for *emotional intelligence* and apparently, being ¹_____ (**EMOTIONAL**) intelligent not only can make you happier, but also means you do better at work and in school. **According to one study**, people with high EQ made 29,000 dollars a year more than people with low EQ! Sounds great! Here with us today is ²_____ (**PSYCHOLOGY**) Judith King. Judith, what exactly is emotional intelligence, and is it really something that can influence academic and career ³_____ (**SUCCEED**)?

Julia: Well, **put simply**, emotional intelligence is the ⁴_____ (**ABLE**) to identify, understand and manage emotions. If you have high EQ, you will be less ⁵_____ (**STRESS**) and communicate with other people much more effectively, so it's easy to see why that could have a positive impact on your life and work. Though I'm not sure we can really say you'll definitely earn more.

Presenter: Is it something you can develop or are you just born with it?

Julia: Well, ⁶_____ (**TRADITION**) intelligence, or IQ, is **to a large degree** something you are born with, but EQ is not at all fixed in that way. If you want to, you can definitely increase how emotionally intelligent you are.

Presenter: Really? How?

Julia: OK ... Well, maybe **the best place to start is** with self-awareness, particularly awareness of your own emotions. How often have you met someone who says they aren't feeling ⁷_____ (**ANGER**) when you can clearly see that they're absolutely livid? But **we need to remember that** they probably just aren't really conscious of their emotions. That's why you need to learn to recognise your own physical signals, so you can identify when you're feeling tense or ⁸_____ (**ANNOY**). For example, are you clenching your jaw or is there an ⁹_____ (**EASY**) feeling in your stomach? **Research shows that** you can also develop better self-awareness by keeping a diary. **Once** you've noticed the emotion, you can then do something about it. Everyone feels sad or ¹⁰_____ (**EXASPERATE**) sometimes, but we need to ¹¹_____ (**CONSCIOUS**) decide when, where and how to express these negative feelings. For example, imagine your teacher or your boss asks you why you haven't done a particular task. If you're already feeling upset or annoyed about something that happened earlier but you haven't recognised it or dealt with it, you might snap and say something rude. You need to learn how to release these negative emotions without taking them out on other people. For example, you might go for a walk or a run, or have a bath. **I find it also helps to** chat to a friend. It's up to you, really, to find what helps you.

Presenter: So it's about taking ¹²_____ (**RESPONSIBLE**) for our emotions.

Julia: Yes, people say things like, 'He **put me in a bad mood**,' but actually, we can only ever put ourselves in a bad mood. We're responsible and we can choose to react differently if we want to. And, of course, emotional intelligence is also about understanding other people's emotions. This isn't about manipulating other people's emotions, but **putting yourself in their shoes**. You can develop empathy by really listening to what other people have to say about how they're feeling, rather than just waiting for your turn to say something. Showing that you're listening by nodding and responding to what people are saying is also important.

Presenter: Listening ¹³_____ (**ACTIVE**), you mean?

Julia: Yes. This can really help if the other person is being difficult. Often you can avoid **getting into conflict** just by really listening and trying to understand what the other person is telling you. ¹⁴_____ (**COMMUNICATE**) is a big part of building relationships, and good relationships are vital in having a happy, successful life. So, developing your emotional intelligence could really help you.