

# Emotional Intelligence

## Business & Management

The four domains, and what the evidence actually supports.

*Goleman's four-domain model.*

| Domain                         | Is                                             |
|--------------------------------|------------------------------------------------|
| <b>Self-awareness</b>          | Recognising your own emotions and their effect |
| <b>Self-management</b>         | Regulating impulses and adapting               |
| <b>Social awareness</b>        | Empathy and organisational awareness           |
| <b>Relationship management</b> | Influence, conflict, teamwork                  |

Ability-based EI measures predict some outcomes modestly. The claim that EI matters more than IQ is not well supported.