

**Hi-Touch Health Care: The Critical Six Soft Skills**

**Communication Competency: Emotional Intelligence**

**Post-Test**

1. Define emotional intelligence.
2. List and describe the four components of emotional intelligence.
3. What are the three strategies described to increase self-awareness?
4. Describe three of the strategies for developing self-management.

## Hi-Touch Health Care: The Critical Six Soft Skills

### Communication Competency: Emotional Intelligence

#### KEY

1. The ability to understand our own feelings and the feelings of others in order to help reach desired outcomes.
2. Self-awareness is knowing yourself and watching how you react and feel.  
Self-management refers to how you react and what makes you tick.  
Social awareness is knowing how what you say or do affects those you interact with.  
Relationship management is knowing how to relate with those around you in difficult situations and knowing how to help everyone to be content.
3. Pay attention to your physical reactions during stressful situations.  
Ask for constructive feedback about your actions and behaviors from those who you feel comfortable.  
Think of someone who has self-confidence and then adjust your thinking and behavior to model theirs.
4. Identify triggers and have a strategy  
Use relaxation  
Examine values – do behaviors match?  
Examine your reputation -- Can people count on you to do what you said you would do?  
Reflect-- Catch yourself when you think negatively and change your perspective