

EMOTIONAL INTELLIGENCE	Set of specific skills which enable a person to recognize, understand and appropriately express his/ her own emotions, but also to recognize, understand and deal with or influence the emotions of others. If intelligence is a general skill which enables problem solving, emotional intelligence is a general skill focused on solving emotional and social problems, such as understanding the occurrence of emotions in oneself and others, finding functional ways to express emotions in various situations, initiating and maintaining relationships, joining groups, conflict resolution etc.
EMOTIONAL INTELLIGENCE QUOTIENT (EQ)	A quantification, a number reflecting the level of emotional intelligence measured with the help of standardized tests and reported to a norm in the population for which the test was designed. It is often used in opposition with the intelligence quotient (IQ), which refers to the level of intelligence used for solving problems.
EMPATHY	The ability to understand what and why others are feeling and to connect with those emotions on a personal level. It implies different levels of depth: (1) cognitive empathy represents the capacity to understand the logic of the other's emotions, (2) emotional empathy represents the ability to feel what the other is feeling, (3) compassionate empathy refers to the ability of having a clear overview of the other's situation and what steps are needed to be done in order to deal with that situation.
INTELLIGENCE	A general skill, partially determined by the genetics of an individual and mainly determined by the interaction process with his/ her own environment, which allows the individual to acquire knowledge and apply the knowledge in order to solve problems and better adapt to his/ her own environment.
RELATIONSHIP	Connection between two people implying repeated interactions and emotional exchange. Relationships may be short-term or long-term (depending on the level of the mutual commitment), positive or negative (depending on the polarity of the emotional exchange), functional or dysfunctional (depending on the level of the mutual commitment, on the polarity of the emotional exchange and on the level of cooperation in achieving goals and nurturing growth).
RELATIONSHIP MANAGEMENT	The ability to use emotions to connect with other people and to use language and non-verbal behaviour in order to regulate or influence the others' emotions. The proficient use of this ability leads to functional and long-term relationships, hence its name.
SELF-AWARENESS	The ability to be conscious of one's own physical status and emotions and to link the body sensations and psychological manifestations to the life situations and

	social stimuli which have triggered or influenced them in some way.
SELF-MANAGEMENT	The ability to express all emotions in a functional way and situation-appropriately, managing both verbal and non-verbal reactions. Also includes the ability to verbalize and describe the difficult, negative emotions one is feeling in a clear, understandable way and solicit support.
SOCIAL AWARENESS	The ability to process the others' body language, voice clues and verbal expressions in order to identify the emotions they feel and link them with the life situations that have triggered them. It also includes the ability to feel similar emotions.

GLOSSARY

