

# Table of Contents

Objectives / Audience.....	4
Objectives.....	4
Audience.....	4
Exercises.....	5
Chapter 1: Introduction to Emotional Intelligence.....	6
What Is Emotional Intelligence?.....	6
Characteristics of EQ.....	9
Examples of EQ.....	12
Emotional Literacy.....	14
Chapter 2: Background of EQ.....	18
Background / History of EQ.....	18
How is EQ Measured?.....	22
Can EQ Be Learned?.....	24
Chapter 3: A Model of EQ.....	28
Overview of Model.....	28
Elements of Model.....	31
Applications of Model.....	44
Conclusion.....	47
Appendix I: Emotional Literacy.....	49
Sources / Further Reading.....	65
About The Author.....	66
About Elementum.....	68