

Summary



Here's a quick summary of the session for you. This Resource Hub video focused on the final part of the Four Part Series on Emotional Intelligence. This video deals with how emotional intelligence works under stress. We learn about the five competencies that are essential in building skilled social relationships. Effective diplomacy and tact should be wielded for persuasion as well as to handle difficult situations. One should be prepared to receive good as well as bad news and there should be a platform that promotes open hearted conversations. Leadership skills should be cultivated and any avenue for change should be recognized and worked upon. A thorough assessment of the opportunity costs, investment costs and an evaluation of whether potential benefits are worth the costs can make management of stress in relationships easy.