

Figure 1. The Four Branch Model of Emotional Intelligence (after Mayer & Salovey, 1997)

Emotional Perception and Expression

- Ability to identify emotion in one's physical and psychological states.
- Ability to identify emotion in other people.
- Ability to express emotions accurately and to express needs related to them.
- Ability to discriminate between accurate/honest and inaccurate/dishonest feelings.

Emotional Facilitation of Thought (Using Emotional Intelligence)

- Ability to redirect and prioritize thinking on the basis of associated feelings.
- Ability to generate emotions to facilitate judgment and memory.
- Ability to capitalize on mood changes to appreciate multiple points of view.
- Ability to use emotional states to facilitate problem-solving and creativity.

Emotional Understanding

- Ability to understand relationships among various emotions.
- Ability to perceive the causes and consequences of emotions.
- Ability to understand complex feelings, emotional blends, and contradictory states.
- Ability to understand transitions among emotions.

Emotional Management

- Ability to be open to feelings, both pleasant and unpleasant.
- Ability to monitor and reflect on emotions.
- Ability to engage, prolong, or detach from an emotional state.
- Ability to manage emotions in oneself.
- Ability to manage emotions in others.