



Fact Sheet on Emotional Intelligence and Human Skills

Emotional Intelligence(EQ) - The ability or capacity to manage your emotions and relationships. EQ has 5 key components:

Here are the five components of emotional intelligence with simple one-line summaries:

1. **Self-awareness** - Understanding your own emotions, strengths, weaknesses, and values.
2. **Self-regulation** - Managing and controlling your emotional reactions and impulses effectively.
3. **Motivation** - Being driven by internal goals and maintaining optimism despite setbacks.
4. **Empathy** - Recognizing and understanding the emotions and perspectives of others.
5. **Social Skills** - Building relationships, communicating effectively, and managing social interactions.

Emotional intelligence and the broader “power skills” you listed are consistently linked with better job performance, leadership, and employability outcomes for graduates.

The Five Components of EQ

Emotional intelligence: **Self-Awareness**

Self-awareness helps graduates recognize their emotional triggers, supporting better decision-making and reducing work stress. A 2021 applied study on emotional intelligence and work stress found that self-awareness was the strongest EI predictor of lower stress and better management of physical work factors at all management levels.

Study: “The Impact of Emotional Intelligence on Work Stress” (2021)

Emotional intelligence: **Self-Regulation**

Self-regulation enables employees to manage impulses and maintain composure under pressure, which supports resilience and job retention. A 2012 study on self-regulation and resilience found that employees who developed reflective skills and flexible coping strategies showed greater emotional resilience and productivity in demanding workplaces.

Study: Grant & Kinman (2012) on self-regulation and emotional resilience

Emotional intelligence: **Motivation/Discipline**

Internal, values-driven motivation helps graduates persist through setbacks, align with organizational goals, and sustain high performance. Evidence on EI and engagement shows that employees with higher emotional intelligence are more self-motivated, better at managing emotions, and thus more focused and productive in their roles.

Study: Discussion of EI components and employee engagement and motivation (2024)

Emotional intelligence: Empathy

Empathy supports perspective-taking, relationship quality, and leadership effectiveness, particularly in team settings. A 2006 empirical study on empathy and leadership emergence found that individuals higher in empathy received higher ratings on both task leadership and relationship leadership within groups.

Study: “Empathy and the Emergence of Task and Relations Leaders” (2006).

Emotional intelligence: Social Skills (relationship management)

Social skills enable employees to build trust, manage conflict, and coordinate effectively in teams, all of which are central to workplace readiness. A 2008 qualitative study on team emotional intelligence and shared vision showed that emotionally intelligent teams, characterized by strong communication and relationship management, demonstrated higher trust, better conflict resolution, and superior teamwork performance.

Study: “How Does Emotional Intelligence and Shared Vision Affect Teamwork Performance?” (2008).

The 7 C's for Effective Interaction with Others

Critical thinking - Critical thinking allows graduates to analyze complex problems, evaluate evidence, and make sound workplace decisions, which employers rank as a top hiring criterion. An employer-focused brief drawing on empirical work reports that standardized critical-thinking scores are significantly related to real-world business, financial, and interpersonal outcomes, and that employers explicitly prioritize this skill in new hires.

Study: Pearson “Critical Thinking: Executive Summary for Employers” (2015).

Communication—specifically clear expression and active listening—is consistently rated the most important employability skill for graduates. A 2024 survey of professional services firms found that effective communication ranked highest among employability skills, with particular emphasis on listening as a key marker of leadership potential and teamwork readiness.

Study: “Employability Skills Requirements in the Professional Services Sector” (2024)

Creativity - Creativity drives innovation and problem-solving by enabling employees to generate novel and useful ideas in response to workplace challenges. A 2021 systematic review of organizational factors influencing 21st-century skills identified creativity as a core competency for adapting to complex, rapidly changing work environments and for producing innovative solutions.

Study: “A Systematic Literature Review of Organizational Factors Influencing 21st-Century Skills” (2021).

Curiosity - Curiosity supports continuous learning, adaptability, and proactive problem-solving, which are crucial as graduates face evolving job demands. The same 2021 review of 21st-century skills emphasized information-seeking, questioning, and

exploration as cognitive-behavioral patterns that underpin learning-oriented behaviors and enhance employability.

Study: “A Systematic Literature Review of Organizational Factors Influencing 21st-Century Skills” (2021)

Compassion - Compassion in the workplace fosters supportive climates that buffer stress, reduce burnout, and strengthen engagement. Recent work on emotional intelligence and job satisfaction shows that social awareness and relationship management—capacities closely tied to compassion—are positively associated with better working conditions, coworker relationships, and job security.

Study: “The Impact of Emotional Intelligence on Job Satisfaction” (2025)

Courage - Courage enables employees to speak up about concerns, propose unpopular yet necessary ideas, and challenge the status quo constructively. In the 21st-century skills literature, the willingness to take interpersonal and decision-making risks is associated with critical thinking and problem-solving. It is seen as vital for ethical decision-making and innovation in organizations.

Study: “A Systematic Literature Review of Organizational Factors Influencing 21st-Century Skills” (2021)

Collaboration - Collaboration skills help graduates coordinate tasks, share knowledge, and build trust, which directly influence team performance and project outcomes. Research on team emotional intelligence and shared vision shows that teams with better communication, trust, and coordinated goals function more effectively and achieve higher performance, underscoring collaboration as a core readiness skill.

Study: “How Does Emotional Intelligence and Shared Vision Affect Teamwork Performance?” (2008)