

## Understanding Emotional Intelligence

Emotional Intelligence (EI) is an important skill. It involves recognizing and managing feelings, 30 \_\_\_\_\_ in ourselves and others. 31 \_\_\_\_\_ Intelligence Quotient (IQ), which measures cognitive abilities such as attention, memory, language, reasoning and problem-solving skills, EI focuses on social skills and emotional awareness, impacting how we navigate personal and professional relationships.

In personal relationships, a high 32 \_\_\_\_\_ of EI means a good understanding of your own emotions and being empathetic towards others. This helps to form deep connections. 33 \_\_\_\_\_, a lack of emotional intelligence, such as impulsive reactions or poor listening, can ruin relationships.

In professional settings, EI plays a vital role in success. It enables individuals to be confident, self-aware, and skilled in 34 \_\_\_\_\_ difficult social situations. 35 \_\_\_\_\_ dealing with colleagues, clients, or team members, a high degree of emotional intelligence contributes to effective communication and professionalism.

Focusing on improving emotional intelligence can be very beneficial for personal and professional growth. While it is often 36 \_\_\_\_\_ that to have success in life it is most important to focus on a person's IQ, emotional quotient — EQ — is no less important. It complements cognitive abilities measured by IQ, promoting better teamwork and creating a more positive work environment.

Вставьте пропущенное слово.

1. Holding.
2. Handling.
3. Handing.
4. Heading.