

In 1989, Peter Salovey (Yale University) and John D. Mayer (University of New Hampshire) first fashioned the term “*Emotional Intelligence*” (Salovey & Mayer, 1990) in their manuscript that described it as “*a form of social intelligence that involves the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and action.*”

Daniel Goleman, a Harvard-trained psychologist who wrote for the New York Times, defined emotional intelligence as “the ability to identify, assess, and control one’s own emotions, the emotion of others, and that of groups,” in his 1995 book *Emotional Intelligence* (Goleman, 1995).

Therefore, we must acknowledge the obligation of dealing with various responses as we work in environments that serve individuals with physical and emotional challenges. A great deal of studies exist that provide a clear correlation between emotional intelligence and aggressive behaviors. Using empathy, kindness, compassion, and an understanding of emotional intelligence, allows us to more appropriately manage and react to incidents of aggression and combative behavior. These questions were developed to initiate discussions with your staff.

- How do we recognize the indications of potential aggressive or combative actions?
- How do we avoid exacerbating the aggressive behavior?
- How does our personal emotional intelligence allow us to appropriately respond to aggressive behavior?
- How does understanding others’ emotional intelligence allow us to minimize aggressive behavior?
- How can we as an organization provide appropriate training and guidance on emotional intelligence?

West Bend Mutual Insurance provides this information as a guide for your organization to utilize as you consider further research and development of internal policies relating to aggressive and/or combative behavior. Many studies indicate an association between emotional intelligence and aggressive behavior.

-Salovey, P. & Mayer, J. D. (1990). *Emotional intelligence. Imagination, Cognition, and Personality*, 9, 185-211.

-Goleman, Daniel. *Emotional Intelligence*. New York: Bantam Books, 1995