

Emotional Intelligence (E.I.)



Quick Reference Guide

The 4 EI Competencies

1. **Self-Awareness:**

Know your triggers, strengths and limits.

2. **Self-Management:**

Control your tone, pace and emotional output.

3. **Social Awareness:**

Understand group dynamics, culture and hierarchy on board.

4. **Relationship Management:**

Build trust through consistency, discretion and accuracy.

Cabin-Specific Emotional Triggers to Watch

- Last-minute changes in catering
- Demanding passengers
- Crew friction
- Pilots requesting immediate cabin updates
- Multiple tasks in a short flight

EI Response Reminder:

Notice the emotion → Pause → Choose your reaction → Act with intention.

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Communication Toolkit for High Level Service

Tone Control

- Speak warm, clear and steady
- Avoid rising tone at the end of sentences
- Keep pace, slow but confident

Emotional De Escalation Phrases

- “Leave this with me, I will resolve it.”
- “I understand, let me assist immediately.”
- “Thank you for your patience.”

Boundary Safe Phrases

- “Let me check that for you.”
- “I will confirm with the pilots and return shortly.”
- “Here are a few options, which would you prefer.”

Avoid These EI Mistakes

- Over explaining
- Justifying errors too much
- Talking feedback personally
- Allowing rushed passengers to rush you

In Flight E.I. Self Check

Before Boarding

- Am I centred and prepared?
- Do I have my emotional “tone” set to calm competence?

Mid Flight

- Am I reacting or responding?
- Is my communication clear and concise?
- Does anyone on board need a mood adjustment or reassurance?

After Landing

- What went well emotionally?
- What could be improved next time?
- Did I maintain professionalism throughout