

What's More Important at Work, IQ or EQ??

What is Emotional Intelligence?

The ability to view situations objectively and thus to understand ourselves and other people. It is the ability to sense, understand, and effectively apply the power of emotions, appropriately channeled as a source of energy, creativity and influence.

Why does Emotional Intelligence MATTER?

Because everything we do, every thought, decision and goal is underpinned by our emotions.

Emotional intelligence affects:

Your performance at work. Emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career.

Your physical health. If you're unable to manage your stress levels, it can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke and speed up the aging process.

Your mental health. Uncontrolled stress can also impact your mental health, making you vulnerable to anxiety and depression. If you are unable to understand and manage your emotions, you'll also be open to mood swings, while an inability to form strong relationships can leave you feeling lonely and isolated at work.

Your relationships. By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

Self-Awareness.

Recognizing a feeling as it happens.

Empathy. Recognizing emotions in others.

Handling relationships. Managing emotions in others.



Managing emotions.

Ability to bounce back from adversity.

Motivating oneself.

Getting into the "flow" state.

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Element #1: [Self-Awareness](#)

People generally fall into THREE emotional categories:

1. Engulfed. Folks often feel swamped by their emotions and have a sense of helplessness as though their moods have taken charge.
2. Accepting. Folks are clear about what they are feeling emotionally, they tend to accept them and not try to change the mood.
3. Self-aware. Folks are aware of their moods as they are having them and possess some sophistication about their emotional lives.

People who are self-aware of their emotions generally:

- ✓ Know which emotions they are feeling and why.
- ✓ Realize the links between their feelings and what they think, do, and say.
- ✓ Recognize how their feelings affect their performance.
- ✓ Have a guiding awareness of their values and goals.

Most importantly, people who are self-aware also know their strengths and limits.

Element #2: [Managing Emotions](#)

To increase your emotional intelligence, you must be able to balance every feeling by giving it value and significance. There are TWO basic skills you need to know to help manage your emotions in the workplace:

1. Do SOMETHING: In managing emotions, you can apply this to any strong feeling to good effect. Doing something that involves physical exertion can take the edge off the intensity of the feelings you have and can help to clear your mind and reduce the urge to do something rash. Get up from your desk and do toe touches, jumping jacks, leg lifts.....anything that will get you moving and help channel the physical effects of the thinking brain.
2. Do NOTHING: Bring your system to rest and calm your whole being. Try meditation. Remember, you are not "trying to relax" or "trying to be calm" or "trying to do or be anything". You are simply *stopping* for a chosen period of time. As soon as you start meditating you become more aware of your emotional state, whether this is stressed, tired, anxious, up, down, or whatever. If your mind happens to be racing, don't make the mistake of thinking that you are somehow 'not doing it right' or 'not getting the proper effect'. There is no 'proper effect'. You are simply experiencing the emotion.

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Element #3: [Motivating Oneself](#)

Ever been so immersed in what you were doing that distractions and background chatter just fell away? Nothing existed except the... mere shush of your skis on the snow, the sensation of your car sweeping around bends in the road, the images cast by the book you had your nose in, or the satisfying sense of pieces clicking into place as you worked through a challenging task. This state of being feels effortless, yet active. You lose awareness of time, you cease to think about yourself or feel distracted by extraneous thoughts. You may be working toward a goal—finishing a big project or winning a chess tournament—yet that isn't your primary motivation. Rather, you find the activity itself rewarding. This is FLOW.

Self-motivation is a power that drives us to keep moving ahead. It encourages continuous learning and success, whatever be the situation. By practicing a task to the point of mastery, you will find that getting into the “flow” at work will be easier. You will derive pleasure from simply performing the task.

Skills to PRACTICE Self-Motivation:

- ✓ Manage disruptive emotions and impulses.
- ✓ Be flexible in handling change.
- ✓ Take responsibility for personal performance.
- ✓ Strive to improve or meet a standard of excellence.
- ✓ Be ready to act on opportunities.
- ✓ Persist in pursuing goals despite obstacles and setbacks.

Element #4: [Empathy](#)

Empathy builds on self-awareness; the more open we are to our own emotions, the more skilled we become in reading feelings. Why does that matter? The ability to recognize another's feelings will help you with your own response. Just as the language of the **thinking mind** is WORDS, the language of the **feeling mind** is NONVERBAL. For example, when a person's words disagree with what is being conveyed in voice, gesture, or other nonverbal signal, the emotional truth is HOW she said something rather than WHAT she says.

Skills to PRACTICE empathy:

- ✓ The ability to sense others' feelings, and take an active interest in their concerns.
- ✓ The ability to anticipate, recognize, and meet co-workers' needs as a shared goal of service.
- ✓ The ability to sense what others need in order to develop, and bolster their abilities.
- ✓ The ability to send clear and convincing messages.

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Element #5: [Handling Relationships](#)

While you can't necessarily change your coworkers, you can take steps to avoid catching a negative mood. You can tell yourself before attending a staff meeting that you are not going to be bothered by the person who shoots down everyone's ideas, or that you are not going to let that person become the focus of their attention at the meeting (reducing the possibility for contagion). Or you can change your office routine. Are you dragged down at the start of every day when passing by the desk of a coworker who either grunted or gave no acknowledgement of your passing? Take control and simply start following a different route through the office.

Skills to PRACTICE handling relationships:

1. The ability to wield effective tactics for persuasion.
2. The ability to negotiate and resolve disagreements.
3. The ability to work with others toward shared goals.

FINAL THOUGHTS

Emotional intelligence is one of the single biggest predictors of successful performance in the workplace AND the strongest driver of leadership and personal excellence. In studies, EI competencies were found to be TWICE as important in contributing to organizational excellence as pure intellect and expertise.

In the workplace, we need to ask ourselves:

- ✓ Is there anything I can do to easily improve an interaction with someone?
- ✓ Do I have time to give this person the proper attention?
- ✓ Am I giving this person my full attention?
- ✓ Am I letting my own issues affect this interaction?
- ✓ Do I understand the message this person is trying to convey?

Here are 5 SKILLS you must hone to achieve greater Emotional Intelligence in your life:

1. The ability to rapidly reduce stress in the moment.
2. The ability to beat relationship stress with emotional awareness.
3. The ability to read and respond with nonverbal communication.
4. The ability to use humor and play to deal with challenges.
5. The ability to resolve conflict positively.

Improving emotional intelligence will help us like our jobs more, like our peers more, be more liked by our peers, and be more effective at our jobs.