



EQ: What's in it for you?

- ❖ What's twice as important to excellence as pure intellect and expertise?
- ❖ What can give you higher merit increases and improve your chances for a promotion?
- ❖ What is correlated to increased customer satisfaction, peer ratings, sociability, stress tolerance and leadership potential?
- ❖ What is this magical quality that females tend to have more of?

If you guessed Emotional Intelligence (EQ) you're correct! Oh...and I almost forgot, people who have this capacity are less depressed, healthier, more employable, and have better relationships.

What exactly is EQ and how can one get it? Here's one definition:

"EQ refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationship." From Working With Emotional Intelligence by Daniel Goleman

Want another?

"EQ is the ability to perceive emotions; to access and generate emotions so as to assist thought; to understand emotions and emotional knowledge; and to reflectively regulate emotions so as to promote emotional and intellectual growth." By Peter Salovey and John "Jack" Mayer who are considered to have written the seminal article called "Emotional Intelligence".

"It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head - it is the unique intersection of both" David Caruso

Factoids and other food for thought regarding EQ

- ✓ One's Intelligence Quotient or IQ is largely genetically predetermined, whereas EQ can be developed and raised to higher levels throughout life - it is a learned competence.
- ✓ IQ takes 2nd position to EQ in determining outstanding job performance.
- ✓ EQ means managing feelings so they are expressed appropriately and effectively, enabling people to work together smoothly toward common goals.
- ✓ People feel the need for connection, for empathy, for open communication. EQ helps people to do this.
- ✓ EQ helps workers adapt to the significant changes we have seen in the workplace.
- ✓ Employees are working on teams more than ever and EQ helps facilitate effective teamwork.

Employers want employees with:

- ✓ Listening and verbal communication skills

- ✓ Adaptability and creativity in responding to setbacks and obstacles
- ✓ Self management and self confidence
- ✓ Internal motivation to work toward goals
- ✓ Group and interpersonal effectiveness
- ✓ Negotiation skills
- ✓ Leadership potential

EQ is clearly a valuable competency in the workplace.

Want to check out your own EQ rating? You will find quizzes at these websites.

http://ei.haygroup.com/resources/default_ieitest.htm

http://quiz.ivillage.com/health/tests/eqtest2.htm?arrivalSA=1&cobrandRef=0&arrival_freqCap=1&pba=adid=13632501

Keep in mind these may not be scientifically valid, but are starting points to assessing your own EQ. There are instruments such as the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) and the BarOn EQ-i:5™, which have been developed by experts in the field according to psychologically valid standards. These are administered by trained and certified personnel. For more information check out: <http://www.emotionaliq.com/>

"Anyone can become angry -- that is easy, but to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way -- this is not easy." I think each of us would agree with his insight." - Aristotle

What are the basic elements of Emotional Intelligence (EI)? In other words, how would you know if you using good EI. To better understand EI, let's break it down into:

Five Basic Emotional and Social Competencies

1. ***Self Awareness:*** Knowing what we are feeling in the moment, and using those preferences to guide our decision making; having a realistic assessment of our own abilities and a well-grounded sense of self confidence.
2. ***Self-Regulation:*** Handling our emotions so that they facilitate rather than interfere with the task at hand; being conscientious and delaying gratification to pursue goals; recovering well from emotional distress.
3. ***Motivation:*** Using our deepest preferences to move and guide us toward our goals, to help us take initiative and strive to improve, and to persevere in the face of setbacks and frustrations.
4. ***Empathy:*** Sensing what people are feeling, being able to take their perspective, and cultivating rapport and attunement with a broad diversity of people.
5. ***Social Skills:*** Handling emotions in relationships well and accurately reading social situations and networks; interacting smoothly; using these skills to persuade and lead, negotiate and settle disputes, for cooperation and teamwork.

From Working With Emotional Intelligence by Daniel Goleman

Dr. Michael Rock adds to these in what he calls “Practical Emotional Architecture:” Assertiveness, Reality Testing, Impulse Control, Flexibility, Self Regard, Independence, Social Responsibility, Optimism, Stress Tolerance, Problem Solving, Relationship, Self-Actualization and Happiness. From an article in www.HRPAO.org “Emotional Intelligence in the Workplace: an interview with Dr. Michael Rock”

How to raise your EQ.

Dr. Jeanne Segal, who wrote the book Raising Your Emotional Intelligence suggests the following actions to raise your EQ.

1. **Tune-in to your core instincts** - Slow down to make sense of messages that our bodies are sending us via our physical and emotional feelings. Take time to reflect on these daily. This can be done through prayer or meditation.
2. **Connect thought and feeling** - Inform your thoughts with your feelings and your feelings with your thoughts. People who make this connection bring the wisdom of their core instincts to their decisions and actions.
3. **Listen to feelings** - Listen to feelings as well as words so that others feel understood.
4. **Practice nonverbal communication** - Good communication is almost entirely nonverbal. Those who are in tune with their own and others’ nonverbal communication can both communicate and receive information that goes well beyond words.
5. **Develop your capacity for empathy** - Learn to see a situation through another’s eyes and heart. See opposing points of view without losing sight of your own needs. When you really empathize with another, you are much better at understanding their needs and meeting those needs.
6. **Contain your emotions** - Containing emotions is not just suppressing them; it’s being in control of when and how you express them (remember Aristotle on Anger). Avoid overreaction by keeping your old feelings separate from your current ones. Then you can respond to just the current situation.
7. **Treat challenges as unique** - Emotional intelligence is the polar opposite of a knee-jerk reaction. Base your decisions on a mix of head/intellect and heart/instinct.
8. **Embrace interdependence** - Appreciate and acknowledge what others have to offer. This is very different from enmeshment or emotional dependency.

Other suggestions come from Kate Cannon in an article from www.egtoday.com

- Take time every day to appreciate what’s right in the world and your life.
- Increase your feeling word vocabulary.
- Be your own best friend.
- Listen with your heart.
- Talk back to yourself.
- Tune in to your body.
- Smile more.

I think the last point is at the very least, a good place to start, don’t you?

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