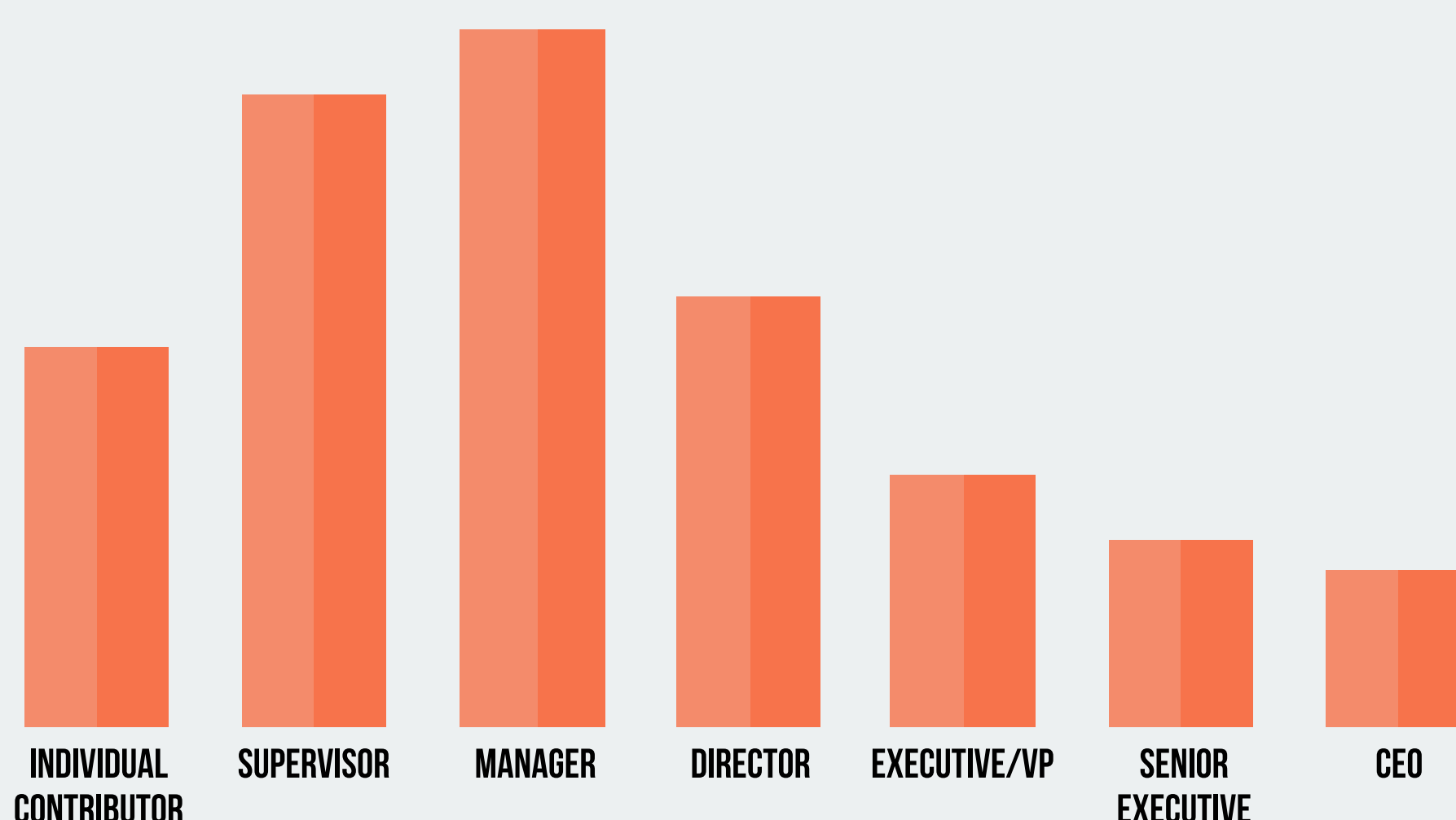


HOW EMOTIONALLY INTELLIGENT ARE YOU?

WHO HAS THE MOST EMOTIONAL INTELLIGENCE WHERE YOU WORK? IS IT THE TOP DOG CEO, THE CARING SUPERVISOR OR THE HARD WORKING EMPLOYEE?



A RECENT STUDY FOUND THAT EQ SCORES INCREASE WITH JOB TITLE. AS YOU MOVE UP THE CORPORATE LADDER TOWARD MIDDLE MANAGEMENT, SCORES DRAMATICALLY INCREASED. THEY ALSO FOUND THAT SCORES START TO SLIP BACK DOWN BEYOND MIDDLE MANAGEMENT, FOR TITLES LIKE DIRECTORS, EXECUTIVES AND CEOS.



CREDIT: WHY YOUR BOSS LACKS EMOTIONAL INTELLIGENCE, BY TRAVIS BRADBERRY

EQ = TOP PERFORMERS

PERHAPS THE BIGGEST DISCOVERY THE RESEARCHERS MADE, WAS THAT FOR EVERY TITLE IN THE GRAPH ABOVE, THE TOP PERFORMERS ARE THOSE WITH THE HIGHEST EQ SCORES. WHAT THAT MEANS IS EVEN THOUGH CEOS HAVE THE LOWEST EQ SCORES IN THE WORKPLACE, THE BEST-PERFORMING CEOS ARE THOSE WITH THE HIGHEST EQS.

DEVELOP YOUR OWN EMOTIONAL INTELLIGENCE

THERE ARE A LOT OF DIFFERENT APPROACHES AND THEORETICAL MODELS LINKED TO EMOTIONAL INTELLIGENCE, BUT HERE ARE FOUR SIMPLE WAYS YOU BOOST YOUR OWN EQ IN THE WORKPLACE.

SELF-AWARENESS

BY SIMPLY RECOGNISING AND NAMING HOW YOU FEEL, YOU'LL REDUCE THE INTENSITY OF THE EMOTION. THE NEXT TIME YOU LOSE YOUR COOL, TRY TO THINK ABOUT HOW YOU'RE FEELING EMOTIONALLY. TRY TO IDENTIFY WHERE THAT EMOTION IS SHOWING UP AS A PHYSICAL FEELING IN YOUR BODY AND WHAT THE SENSATION FEELS LIKE.

THE MORE YOU CAN PRACTICE THIS, THE MORE IT WILL BECOME SECOND NATURE. YOU'LL RECOGNISE THE EMOTIONAL STATE YOU'RE FEELING, AND IT WILL BECOME EASIER TO MANAGE THOSE FEELINGS.

SELF-MANAGEMENT

YOUR EMOTIONS AND BEHAVIOUR COME FROM YOU, THEY DON'T COME FROM ANYONE ELSE, AND THEREFORE, YOU'RE THE ONE WHO IS RESPONSIBLE FOR THEM. IT'S NOT EASY TO ACCEPT. BUT THERE'S A SUBTLE AND IMPORTANT DIFFERENCE BETWEEN RESPONDING AND REACTING.

MANAGING YOUR RESPONSES AND IMPULSIVE EMOTIONS IS AN ESSENTIAL PART OF HAVING HIGH EMOTIONAL INTELLIGENCE.

SOCIAL AWARENESS

WE CAN ALL THINK OF A CERTAIN MANAGER, FRIEND OR FAMILY MEMBER WHO INSTINCTIVELY KNOWS WHEN YOU NEED TO BE LEFT ALONE, OR WHEN YOU WANT COMPANY OR EXTRA SUPPORT. THESE PEOPLE EXCEL IN SOCIAL AWARENESS.

THE NEXT TIME YOU'RE INTERACTING WITH SOMEONE, PAY CLOSE ATTENTION AND ASK YOURSELF THE FOLLOWING QUESTIONS:

1. DID I LISTEN ACTIVELY TO THE PERSON WHO APPROACHED ME OR WAS I TOO BUSY TO LISTEN?
2. DID I ASK QUESTIONS ABOUT HOW THE CONTENT WAS AFFECTING THEIR EMOTIONS?
3. DID I CHANGE MY BODY LANGUAGE IN ORDER TO MEET THE NEEDS OF THE OTHER PERSON?

YOU CAN'T BECOME MORE SOCIALLY AWARE OVERNIGHT. BUT IT'S A SKILL WORTH DEVELOPING.

RELATIONSHIP MANAGEMENT

IF YOU WANT TO GET THE BEST OUT OF OTHERS, AND HELP THEM CHANGE, GROW AND DEVELOP, YOU HAVE TO WORK ON YOUR RELATIONSHIP MANAGEMENT SKILLS.

THE IMPORTANT THING TO REMEMBER IS YOU DON'T NEED TO BE A NETWORKING GENIUS TO CONNECT WITH PEOPLE.

THE MOST MAGNETIC CHARACTERS DEVELOP THE ABILITY TO LISTEN AND EMPATHISE, AND TO BE OPTIMISTIC, HONEST, ENCOURAGING, INQUISITIVE AND GRATEFUL.

BUILD BETTER RELATIONSHIPS IN YOUR WORKPLACE BY BEING GENUINELY INTERESTED IN WHAT OTHERS HAVE TO SAY.

TAKEAWAY

EMOTIONS ARE GOOD. BUT YOU MUST LEARN TO USE THEIR POWER WITHOUT LETTING THEM OVERWHELM YOU.

“EMOTIONAL INTELLIGENCE, MORE THAN ANY OTHER FACTOR, MORE THAN IQ OR EXPERTISE, ACCOUNTS FOR 85 TO 95 PER CENT OF SUCCESS AT WORK. IQ IS A THRESHOLD FOR COMPETENCE. YOU NEED IT, BUT IT DOESN'T MAKE YOU A STAR. EMOTIONAL INTELLIGENCE CAN”.