

# Finding Success Through Emotional Intelligence

Success at work takes intelligence, skill, and ability. Intelligence helps us make decisions, perform daily tasks, and navigate the culture of our work environments. Intelligence can take different forms.

Cognitive intelligence is our ability to think, reason, and apply logic. It is measured by our Intelligence Quotient (IQ). While most people understand the importance of cognitive intelligence and its relationship to success, many may not know the importance of emotional intelligence.

Emotional intelligence is our ability to recognize others' feelings as well as our own and consider those feelings as part of our mental processes. It is measured by our Emotional Quotient (EQ).

We may assume that people with a high IQ are destined for career success. While having a high IQ helps, there is mounting research showing that a strong EQ makes an even bigger impact. Developing your EQ can help you improve interpersonal relationships, which is a strong driver of success in the workplace.

According to a 2011 CareerBuilder® survey conducted, most employers (71%) value EQ over IQ.<sup>1</sup> This survey also found that 75% of employers are more likely to promote an employee with a high EQ over one with a high IQ. The good news is that – like forms of cognitive intelligence – emotional intelligence can be enhanced through study and practice.



Start on your journey to emotional intelligence by understanding its key components: personal and social competence.

**Optima EAP can provide assistance with the kinds of challenges we all face at work or at home. If you are currently faced with a challenge, please call us to schedule a confidential appointment with one of our licensed clinical professionals.**

**Call us at 1-800-899-8174 or 757-363-6777 or visit [OptimaEAP.com](http://OptimaEAP.com).**

<sup>1</sup> <https://www.careerbuilder.com/share/aboutus/pressreleasesdetail.aspx?id=pr652&sd=8/18/2011&ed=08/18/2011>

## Personal Competence

1. **Self-Awareness** is how well we understand ourselves and our emotions. When you are self-aware, you are able to recognize what you are feeling and why.
2. **Self-Management** is how well we control our emotions and impulses. When you practice self-management, you are able to control emotional extremes and the impulse to act without thinking.

## Social Competence

1. **Social Awareness** is how sensitive and aware we are to the feelings of others. When you are socially aware, you are able to assess others' behaviors and their underlying feelings and to respond appropriately.
2. **Relationship Management** is the ability to interact productively with others and build positive relationships.



These skills can be developed with time, focus, and commitment. Here are some tips for developing the EQ competencies:

## Personal Competence

- Keep a journal to track your emotions and the events that prompt them.
- Work with a counselor to develop more self-awareness.
- Intentionally adopt a positive mindset, staying rational when encountering a situation that causes you stress.
- Manage your stress and avoid the urge to react strongly.
- Do something every day to take care of yourself and to “recharge.”

## Social Competence

- Adopt communication skills like active listening and positive body language.
- Actively focus on the viewpoints and feelings of other people. Express empathy for their positions and emotional experiences.
- Expand your experiences so that you can interact with different people in different ways.
- Use a mentor to help you develop effective interpersonal skills.

Workplaces with a focus on emotional intelligence can be more productive and positive environments. Imagine a setting where everyone is self-aware, managing their emotions and stress, paying attention to the needs of others, and effectively collaborating. You don't have to imagine it ... you can help make it a reality! Start building and applying emotional intelligence, and you will see the success firsthand.