



### Emotional Intelligence: A Valued Skill Set

General intelligence and technical skills are important in the workplace. To create personal success, one must also possess a high level of emotional intelligence (EQ). According to Daniel Goleman, 90% of the difference between star performers and average performers in senior leadership positions is...EQ.

EQ is independent of IQ, thus, emotional intelligence cannot be predicted from one's level of general intelligence. Emotional Intelligence is a major factor in many of the best decisions, the most dynamic and profitable organizations, and the most satisfying and successful lives.

**“Emotional intelligence isn’t a luxury tool you can dispense with in tough times. It’s a basic tool that, deployed with finesse, is the key to professional success.”**

**-The Harvard Business Review, April 2003**



We are a product of our daily experiences. Each experience yields a set of emotions, which ultimately drive our behavior. Therefore, working to improve behavior, when not coupled with improving EQ, could deliver minimal results. And the lion's share of professional training and development in the past two decades has been focused on skills and behaviors, not EQ.

Emotional intelligence is incredibly relevant to the workplace, especially for leadership, management, and teamwork. The workplace is traditionally one of the most emotionally “unsafe” environments. Working professionals are often very protective of their image and

what others think of them. The workplace is where working professionals spend most of their time. Without the good fortune of having a great boss or a great peer group, most professionals never learn how to enhance their EQ. The opportunity to truly harness their best self in the work environment never materializes.

**“CEOs are hired for their intellect and business expertise – and fired for a lack of emotional intelligence.”**

**-Daniel Goleman**



## Enhancing the Components of EQ at EQmentor

<b>Self-Awareness</b>	<ul style="list-style-type: none"> <li>◆ The more you understand yourself, the more you can improve the impact you have on others.</li> <li>◆ With the help of a mentor, users work on building self-confidence, self-esteem, and expressing feelings.</li> </ul>
<b>Self-Regulation</b>	<ul style="list-style-type: none"> <li>◆ A factor in the effectiveness of expressing emotions is how we do it.</li> <li>◆ Mentors at EQmentor work with mentees to determine the best way to regulate emotions and express them appropriately, especially in the workplace.</li> </ul>
<b>Motivation</b>	<ul style="list-style-type: none"> <li>◆ With EQmentor, users have the opportunity to determine their goals for the future, without which there can be little motivation to succeed.</li> </ul>
<b>Empathy</b>	<ul style="list-style-type: none"> <li>◆ EQmentor challenges users to put aside personal preoccupations and consider the challenges other people are experiencing.</li> <li>◆ It is by seeing the world through another's eyes that we can change our behaviors, thoughts, and actions.</li> </ul>
<b>Social Skill</b>	<ul style="list-style-type: none"> <li>◆ With the support of a mentor, users can build meaningful, trusting relationships resulting in an ability to make strong, lasting connections with others.</li> </ul>

Unlike one's level of IQ, which changes very little from childhood, emotional intelligence includes skills that can be learned at any age. True EQ learning, however, occurs over an extended period of time – not in a classroom, two-day seminar, or workshop.

The most effective way to enhance EQ is via:



### **Extended Learning Model**

- Evaluate experiences at the point-of-need
- Learning is relevant
- Self-awareness of patterns



### **Emotional Safety**

- Able to disclose information freely



### **Outcome-Based Learning**

- Experience-based learning
- Impact to business
- Immediate application



### **Mentoring**

- Learn from someone who has walked your path
- Knowledge and wisdom



### **Multi-Mode Learning**

- Active, self-directed learning
- Self, peers, knowledge sources, and mentor