

May 2014 Power of Emotional Intelligence

The power of emotional intelligence (EQ) is how one reacts and interacts in any given situation and is a skill that can be developed, but must first be understood.

What is EQ?

- Communication between the rational and emotional center of the brain.
- A concept to help identify and connect with emotions.
- The ability to identify, use, understand, and manage emotions in a positive way.
- Governs how one behaves and how one interacts with others.
- The ability to read and respond to non-verbal cues.
- A practical roadmap for leading and motivating others.

Benefits of EQ

- Understand and control emotions.
- Communicate effectively.
- Forge stronger relationships personally and professionally.
- Moment-to-moment awareness.
- Can be learned regardless of intelligence.
- A constructive way to resolve conflict.
- Strengthen trust.

“EQ is so critical to success that it accounts for 58 percent of performance in all types of jobs. It’s the single biggest prediction of performance in the workplace and the strongest drive of leadership and personal excellence”. ~ Travis Bradberry & Jan Greaves the authors of *Emotional Intelligence 2.0*.

Primary Competencies of Emotional Intelligence

Personal competence - focus on the individual.

- **Self-awareness**-foundational skill to notice and understand emotions, awareness of how one reacts to situations, learn from mistakes and develop both positive relationships and outcomes.
- **Self-management**-depends on self awareness, tolerate uncertainty, staying flexible and act or do not act.

Social competence - focus on others.

- **Social-awareness** - recognize and understand mood of others, looking outside of yourself, view of the environment, observance of body language, listening, a participant of the interaction and culturally sensitive.
- **Relationship-management** - dependent upon self-awareness, social-awareness and self-management skills. To manage interactions successfully, ensures clear communication, effective handling of conflict, quality, depth and time spent interacting with others and challenging during times of stress.

These foundational skills are critical in building stronger relationships, succeeding at work and achieving career and personal goals.

This article was authored by Lynn Harper and Hazel Lane, Human Services Case Managers with Health and Community Services. Lynn and Hazel are both participants in the County’s Succession Management Program.