

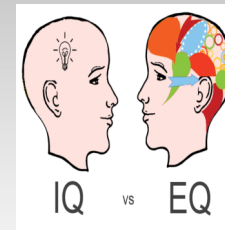


Emotional Intelligence

“The world is suffering from an epidemic of loneliness... We must take action now to build the connections that are the foundation of strong companies and strong communities — and that ensure greater health and well-being for all of us.” VADM Vivek Murthy, Former SG

EMOTIONAL INTELLIGENCE (EI), also known as Emotional Quotient (**EQ**), is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. **Gary Coleman**

IQ versus EQ: Effective leaders have a unique trait in common, a high degree of EQ. Intelligence Quotient (IQ) and technical skills are essential for excellent performance, but it has been proven that EQ is twice as important. Several academic studies have correlated a high EQ score with improved job performance, leadership potential, and ability for conflict resolution and stress management. Because EQ influences our relationships, it has been proven to affect an individual’s quality of life, physical and mental health status.



EI Skill	Description	Measurable Hallmarks
Self – Awareness	Knowing one’s strengths, weaknesses, drives, values and impact on others	<ul style="list-style-type: none"> • Self-Confidence • Realistic self-assessment • Self-deprecating sense of humor
Self – Regulation	Controlling or redirecting the disruptive impulses and moods	<ul style="list-style-type: none"> • Trustworthiness and integrity • Comfort with ambiguity • Openness to change
Motivation	A propensity to pursue goals with energy and persistence	<ul style="list-style-type: none"> • Strong drive to achieve • Optimism, even in the face of failure • Organizational commitment
Empathy	Skill in treating people according to their emotional reactions	<ul style="list-style-type: none"> • Expertise in building and retaining talent • Cross-cultural sensitivity • Service to clients and customers
Social Skill	Proficiency in managing relationships and building networks	<ul style="list-style-type: none"> • Effectiveness in leading change • Persuasiveness • Expertise in building and leading teams

Learning EI: People are born with certain levels of EI. However, if an individual does not score high on EI, the good news is that EI skills can be learned or improved on. These skills can be strengthened through life experiences, persistence, practice, and feedback from contemporaries, coaches or mentors. To build one’s EI, sincere desire and concerted effort is essential.

- Steps to Help Build EI:**
- ◆ Define who you want to be
 - ◆ Define who you are now
 - ◆ Outline how you get from here to there
 - ◆ Describe how you make change stick
 - ◆ Identify who can help you

- High EI Habits:**
- ◆ Don’t aim for perfection
 - ◆ Embrace change
 - ◆ Be empathetic
 - ◆ Be self-motivated
 - ◆ Focus on the positive
 - ◆ Balance work and play
 - ◆ Know strengths and weaknesses
 - ◆ Don’t dwell in past
 - ◆ Set boundaries

Resources: Murthy, V. Work And The Loneliness Epidemic. *The Big Idea*, Harvard Business Review (HBR). Accessed from <https://hbr.org/cover-story/2017/09/work-and-the-loneliness-epidemic> | Goleman, D (2015). What Makes a Leader? In HBR 10 must reads on Emotional Intelligence | Goleman, D (2015). Primal Leadership. In HBR 10 must reads on Emotional Intelligence | Cherry, K. Overview of Emotional Intelligence. Accessed on April 13, 2018 from <https://www.verywellmind.com/what-is-emotional-intelligence-2795423> | How can we improve our emotional intelligence? What are the benefits?. *Quora*. Accessed on April 13, 2018 at <https://www.quora.com/How-can-we-improve-our-emotional-intelligence-What-are-the-benefits> | Durllofsky, P. The Benefits of Emotional Intelligence. *Psych Central*. Accessed on April 12 at <https://psychcentral.com/blog/the-benefits-of-emotional-intelligence/> | Chamorro, T and Sanger, M. How to Boost Your (and others’ Emotional Intelligence . *HBR Emotional Intelligence* Accessed on April 11, 2018 at <https://hbr.org/2017/01/how-to-boost-your-and-others-emotional-intelligence> | Chakarova, V. EI versus IQ as a Predictor of Workplace Performance. *Dreamix*. Accessed on April 14, 2018 at <https://dreamix.eu/blog/weothers/emotional-intelligence-versus-iq-predictor-workplace-performance>