



Achieve Greater Success by Developing *Your Emotional Intelligence*

Employers have quickly discovered the benefits of hiring with emotional intelligence in mind and promoting it throughout their organizations. Research shows that organizations focused on helping employees develop a higher EQ, or emotional quotient, are more productive and report lower stress levels and less conflict.

Emotional intelligence is the ability to perceive, understand and appropriately respond to emotions in oneself and others. Unfortunately, it is often viewed as an intangible “soft skill” when in fact, it is a clear set of competencies that you can develop and polish as you progress through your career. According to a recent study published in the *Journal of Organizational Behavior*, individuals with a higher EQ are more successful and make more money than those with a lower EQ.

In the workplace, individuals that are able to detect and manage their emotional energy levels avoid ineffective and inappropriate social behaviors, leading to better business relationships, more focused work and self-confidence. In a group setting, those with a higher EQ have the ability to positively contribute, collaborate and resolve conflict with peers.

So, how can you develop your emotional intelligence?

Awareness is the first step to achieving a higher EQ. You can begin with the questions below, inspired by emotional intelligence expert, Daniel Goleman:

- **Self-Awareness:** Am I aware of my own emotions, moods and drives?
» *Emotionally intelligent people have a sense of their own emotions and a healthy dose of self-confidence.*

- **Self-Regulation:** Am I able to control my own emotions and the behaviors related to them?
» *Emotionally intelligent people can think before acting. They make appropriate choices even when they are emotional.*
- **Motivation:** Am I goal-driven? Am I optimistic, even when faced with failure?
» *Emotionally intelligent people have a positive outlook and can help team members develop a positive mood when facing challenges. They are able to experience negative emotions without letting them take over.*
- **Empathy:** Am I tuned in to the feelings of others?
» *Emotionally intelligent people can infer what other people are likely to feel.*
- **Social Skill:** Am I proficient in managing relationships and finding common ground?
» *Emotionally intelligent people enjoy fulfilling, effective relationships and can get along with most people.*

Developing emotional intelligence takes practice, but is worth the effort. The better you are able to manage your stress and emotions in the workplace, the better you will be able to empathize, collaborate or manage others and make effective, impactful decisions for yourself and your organization.

Start your journey towards a higher EQ today.

UofL Professional Development offers a one-day seminar, Emotional Intelligence: The Foundation for Lifelong Professional and Organizational Success. Visit louisville.edu/professionaldevelopment or call **502.852.4620** for additional information.