

How emotionally intelligent are you?

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Over the past few decades, social scientists and psychologists are finding that managers and leaders who have high levels of emotional intelligence, or high levels of emotional quotient (EQ), seem to do much better in their managerial and leadership roles than their counterparts who have average or low EQs. These experts have also found that individuals high in EQ experience more career success, build stronger personal relationships, enjoy better health due to better stress management techniques, motivate themselves and others to achieve greater accomplishments, and have the capacity to trust others and be trusted. And according to these experts, the traditional intelligent quotient (IQ) seems to have no bearing on managerial success.

IQ comprises competencies quite different from those of EQ. People high in IQ have great mathematical abilities. They also have extensive understanding of vocabulary and language, test high in abstract reasoning and spatial abilities, and excellent comprehension skills. For the most part, IQ level is determined at birth. That is, there is a large genetic predisposition to how high one’s IQ will be. Over the years, IQ scores can change, but probably not more than 15 points on the average. On the other

hand, emotional intelligence is a learned behavior. An EQ score can change dramatically over the years.

Having a high degree of emotional intelligence basically means that you have emotional smarts. If you can answer “yes” to the following questions, you probably have high levels of emotional intelligence:

- Can you walk into a room and sense the mood?
- Can you recognize the emotional states of others?
- Do you know when you are becoming emotional and can you control it if you wanted to?
- Under stressful and chaotic situations, can you evoke positive emotions in others?
- Can you and do you express to others how you are feeling and what your emotions are?

EQ is a combination of having people skills and knowing a lot about yourself. Below are 10 items that determine EQ levels. For each item, rate your own ability on a scale of 1 to 10, with 10 being the highest. Be honest if you want an accurate score.

1. When in stressful situations, I find ways to relax. _____
2. I can stay calm when others verbally attack me. _____
3. I can easily identify my own mood shifts. _____

4. It is easy to “come back” after a major setback. _____

5. I have effective interpersonal skills like listening, giving feedback, and motivating others. _____

6. It is easy for me to show empathy to others. _____

7. I know when others are distressed or upset. _____

8. When working on a boring project, I can show high levels of energy. _____

9. I just seem to know what others are thinking. _____

10. I use positive, instead of negative “self-talk.” _____

A score above 85 means you are already emotionally intelligent. Between 75 and 85 means you are well on your way to becoming emotionally intelligent. Below 75, well, you probably should contact someone for help.

Hopefully, you can now see the connection between EQ and being a successful leader. Leading people is very different from managing tasks and projects. Having the EQ skills of recognizing your own feelings and the feeling of others, being able to express your emotions appropriately, being self-motivated and getting others to be, and being able to deal with stress, tension, and chaos and helping others do the same, are the mark of an excellent leader in today’s workplace.

~ The End ~