

**Mrs. Bridges week of April 6. Assignment in google classroom.**

**Please add your answers in red.**

## **Emotional Intelligence and Why it Matters at Work Part I**

Emotional intelligence or "EQ"—a term you may not have heard before—will be the topic of the next four Career Headlines. "EQ" is possibly the most important, and least discussed, factor for job enjoyment and career growth.

Emotional Intelligence is the ability to understand and manage your own emotions and to identify the emotions of others. It means you can control your emotions and apply them well to work tasks, including critical thinking, problem solving, and interacting with supervisors, coworkers, and others.

Dr. Daniel Goleman, author of several books on emotional intelligence, says EQ can matter more than IQ. While high IQ is no guarantee of success, an adequate IQ combined with a high EQ is a better indicator of success.

### **Characteristics of emotional intelligence on the job**

EQ at work involves many different characteristics and behaviors. A few to get you thinking are listed below.

- Recognizing when your emotions are about to take over
- Giving up the need to be right all the time
- Listening without needing to rebut
- Accepting feedback without becoming sensitive
- Overcoming the compulsion to insert your opinion
- Saying "thank you" and meaning it

### **Examples of strong emotional intelligence on the job**

- Alex's anger heats up when team members disagree with him. He's self-aware enough to force himself to calm down before speaking. He knows his anger will influence the team's reaction to him now and in the future.
- Angela's low self-esteem creates a need for her to assert herself in conversations and meetings. She's been able to identify this weakness and is learning that staying quiet sometimes gains her more respect than speaking out.
- Jason's cubicle partner has a sick child, and her boss has given her several "urgent" matters to be finished today. Jason understands his coworker's stress and emotions and volunteers to help.
- KaNita often feels moody. Sometimes the moods are caused by a personal event unrelated to her job, but they endanger her employment if she doesn't manage them. She self-regulates her emotions, so they don't affect her work relationships.

**Activity: A job in a busy company calls for personal behaviors you might not have expected. In each case above, where a worker showed high emotional intelligence, what might have happened if the person had low EQ?**

## **Why Is Emotional Intelligence So Important? Part II**

Emotional intelligence helps you excel in life, succeed in work, and develop personal relationships. It's the ability to recognize, understand, feel, communicate, and respond to emotions, both your own emotions and those of others. Some people refer to EQ as "emotional maturity."

**Here are five parts of EQ that author Daniel Goleman describes in his book Emotional Intelligence: Why it can matter more than IQ:**

- Recognize your moods and emotions and their effect on others. Example: You may be in the middle of a romantic break-up or a disagreement with a family member that causes you to be sad, upset, confused, rebellious, or annoyed. Understanding why you are in the mood is the first step in keeping your personal situation from affecting your work.
- Use emotional knowledge to prevent moods or emotions from causing impulsive reactions or behavior. Example: Your mood may turn downward for some reason, causing you to want to strike out verbally to team members. On the other hand, you might hide within yourself and not talk to coworkers. By analyzing your mood, you can overcome these destructive behaviors.
- Take action or make decisions because of a positive attitude, curiosity, and the desire to achieve, rather than a short-term goal. Example: Your small company is working hard to land a big contract, and you take on extra tasks because you're excited about the prestige the contract will bring to the firm. While you might earn a salary increase, your inner drive to do well is your motivation, not the hope of more money in your paycheck.
- Understand the emotions of others and use this knowledge to determine how to respond to their emotions. Example: An employee who recently moved to the U.S. is hired to work in your non-diverse company environment. She seems shy and you understand she may feel like an outsider. That lowers her self-confidence. You respond by being friendly and pointing out things that will help her adjust.
- Use your EQ to establish strong interpersonal relationships. Example: You perceive from short conversations with a coworker that he enjoys physical exercise, and you engage him in conversations about local gyms and hiking trails with great scenery.

**Activity: Which of the five aspects of emotional intelligence are hardest for you to develop?  
Name three ways you can increase your EQ in these areas.**