

# Emotional Quotient & Success

## Part 4 - J-O-T & EQ

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A *jot* can be defined as a “tiny amount” or to “write something *quickly*.” Conflict can begin with a *tiny* thing. It can occur because one or both individuals process words or events differently and act on that perception *quickly*.

Three common behaviors contribute heavily to conflict in all relationships. I have labeled them J-O-T—*JOT* behaviors—and they represent a low Emotional Quotient or EQ.

These are my definitions:

- J stands for Jumping to conclusions
- O stands for Overreacting
- T stands for Taking things personally

When did you last act out a JOT behavior?

Maybe a friend walks by without a *hey*—or even a smile. In a nanosecond you *jump* to the conclusion that this “friend” must be mad at you.

You *overreact* big time, ruminating how badly you are being treated. Then you *take* it personal.

A week later the friend calls and asks you to lunch. Still angry, you shout, “Are you kidding?” and disconnect. They call again; you don’t pick up. They text; you block their number. Finished.

Unless your friend has a high EQ—it is, *finished*. You blew up a bridge—all because of JOT. (Genuine love never dies a natural death, you understand. It can be murdered.)

Weeks later you hear that your friend had just received stressful news. Being preoccupied, it’s likely you were never even noticed. *Oops*. Better repair the bridge.

Unfortunately, this was not the first time you did a JOT behavior—not by a country mile. As such, your friend has moved on. There goes a relationship you might have had for a lifetime. In a professional venue, you may have lost a contract, a plum assignment, a valued colleague, or even a job you needed or wanted.

Everyone has done JOTs—even those with high EQ if they become overstressed. Take note: the higher your EQ, the less likely you are to exhibit JOT behaviors—and leave messes in your wake.

What to do? Try A-A-A. See Part 5.