

Emotional Quotient & Success

Part 7 - Workplace EQ!

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Emotional Quotient (or EQ) is linked with overall success in life. Period. This includes the workplace.

Having employment difficulties? Been fired once or twice? Trouble with relationships? Here is a consideration: Assess your EQ.

High EQ helps you recognize low EQ behaviors quickly, allowing you to course-correct. The outcome? An increased risk for having a more successful work life on site or when working remotely.

As reported by US News, workplace studies in 2006 estimated that managers spend 18% of their time managing employee conflicts—almost double the 9% identified by similar studies in 1996. Those conflicts typically involved low EQ. Managers spent nearly a fifth of their work hours managing conflict, costing time and energy they could not devote to growing the business.

What employer wants that? Owners and stockholders (if they exist) will not be jumping for joy!

Interestingly, workplace studies also show that successful managers tend to have an average IQ but *high* EQ. Less successful managers: often a *high* IQ—but *low* EQ.

In his book *Emotional Intelligence at Work*, Dalip Singh, MD, points out that components of high EQ can motivate individuals on the job to maximize productivity, manage change, and resolve conflict.

That enables them to:

- Maintain stable, rewarding, collegial relationships
- Minimize arguments and resolve disputes, both expensive in terms of physical and mental health and in leadership failure
- Experience a difference of opinion and still communicate in affirming ways that avoid serious or protracted disagreements that can burn bridges—some irreparable
- Reduce negative stress, understanding that 70% of contributors to conflict involves one's own personal history

- Share an opinion honestly and graciously while remaining relatively indifferent about whether it is accepted. This prevents badgering or bullying in attempt to get others to agree to change their opinion. After all, a brain convinced against its *will* is of the same opinion *still*.

A powerful medicine, your Emotional Quotient makes a powerful difference in the workplace.

Bottom line: *When you know better, you can choose to do better.*