

Emotional Intelligence is Vital to Workplace Success by Mark Craemer

What portion of the decisions you make at work are emotional versus rational?

Most people say 20% or less. In fact, we decide 100% of everything emotionally and then spend hours, weeks or months underpinning these decisions with logical justifications.

This is because we are all emotional beings and cannot leave these emotions at home or confine them to our personal lives. Accepting this and dealing with the ramifications of it can be extremely beneficial to you and your workplace.

In Daniel Goleman's *Working with Emotional Intelligence*, he makes a strong case for a link between well-developed emotional intelligence and workplace performance. Goleman found that 67% of all competencies deemed essential for high performance were related to emotional intelligence. Furthermore, one's emotional intelligence mattered twice as much as one's technical knowledge or IQ for this high performance.

What is Emotional Intelligence (EQ)?

1. The ability to be aware of, name, and manage one's emotions;
2. The ability be aware of, name and understand other's emotions, and;
3. The ability to relate to others in effective ways both personally and professionally in a wide range of contexts and roles.

"We judge ourselves by our intentions and others by their impact on us."

- John Wallen

Why is EQ important at work?

EQ helps us manage stress, it is vital for enhanced cooperation and teamwork, and it helps us to learn in relationships. Our ability to work together is profoundly impacted by our emotions, and this requires an ability to self-soothe, connect, and integrate in workplace relationships. While skills and experience may get you the job, your EQ will ultimately determine how well you succeed and how far you rise in the organization.

How does low EQ show up at work?

- Blaming others
- Victim statements such as "If only he/she would . . ."
- An inability to hear critical feedback
- Diverse opinions that are not welcomed or valued
- Passive, aggressive or passive-aggressive communication
- Leaders who do not listen and become out of touch with those they lead

Three emotional capacities—self-reflection, self-regulation and empathy—form the foundation for all competencies and skills. They provide the ability for us to adjust to change, maintain our commitments to people, help us find satisfaction in relationships, and create balance in our emotional lives.

Increasing emotional intelligence can be done by anyone throughout life, but it takes effort and continual practice. The reward is evident in lower stress, higher career achievement and greater satisfaction in all relationships.

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