



Question 1: What Is Emotional Intelligence?

A: Daniel Goleman, the world's best known writer on Emotional Intelligence defines it as: *"The capacity for recognising our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships."*

Emotional Intelligence consists of four elements. These are: **Self-Awareness**, knowing what you are feeling in the moment and using those preferences to guide your decision-making, **Self Management**, managing your emotions so that they help rather than hinder the task at hand, **Social Awareness**, sensing what people are feeling and being able to understand their point of view and, finally **Relationship Management**, guiding, motivating, leading and influencing others.

Question 2: What Impact Will My Emotional Intelligence Have On My Career?

A: If you have weaknesses in your Emotional Intelligence, you can seriously harm your career. A study of executives showed that 75% of the reasons why careers are derailed can be traced to weaknesses in Emotional Intelligence. The three primary causes of career failure are **poor interpersonal skills, not being a good player and difficulties in handling change**. Nearly all jobs require people to be able to work together effectively. Hence emotionally intelligent employees are in high demand. A high intellect alone will rarely propel you to career success in the 21st Century. Many managers are very effective because they are highly emotionally intelligent, despite having average or less than average intellectual ability.

Question 3: How Is My Emotional Intelligence Related To My IQ?

A: Your IQ, (Intelligence Quotient), is measured by tests such as GSAT, CXC, 'A' levels and other educational qualifications. It measures your intellect and is fixed. IQ assesses your cognitive skills such as literacy, numeracy and spatial awareness. Emotional Intelligence refers to your ability to manage your emotions and to respond effectively to other people. You can measure your Emotional Intelligence by taking a professionally designed assessment.

Question 4: Is My Emotional Intelligence Fixed?

A: No, it is not. You can increase your Emotional Intelligence through practice and learning.

Question 5: I Want To Improve My Emotional Intelligence What Should I Do?

A: There are several things that you can do. For example, you should keep a journal or diary to record and reflect on your experiences. This process of reflection and recording can boost your self awareness and self management. You should also actively invite feedback on your behaviour from people you trust. Their honest observations can help you to identify and act on any blind spots that may have caused you difficulty in the past. You can also work with a coach to set goals for improving your Emotional Intelligence and receive ongoing support as you progress. Improving your Emotional Intelligence is a very rewarding and process that requires patience and practice. If you invest in yourself you can transform your career and your quality of life.