EMOTIONAL INTELLIGENCE

We often find ourselves in heated disagreements with others and sometimes say or do things that we regret and cannot take back. The outcome of the conflict is often a lost relationship, a job, or even our own health. So, how do we prevent those situations from happening? The answer is to increase your emotional intelligence quotient or “EQ.”

**What is emotional intelligence and why do I need it?**
Emotional intelligence is the ability to recognize your emotional triggers and know when and how to use them in a way that enables you to not only deal with emotional situations objectively, but to also develop strong connections with your co-workers. Those with a high level of awareness and control over their emotions will find even greater success in the workplace by connecting with others and developing positive relationships. In short, emotional intelligence helps you make emotions work for you, instead of against you.

**What are some ways I can increase my EQ?**
1. Increase your self-awareness. Learn to recognize and understand your own emotions, your emotional triggers, and how they affect your thoughts and decisions.
2. Learn to regulate emotions. Avoid acting on raw feelings in an impulsive manner. Learn to give time and space to situations to reduce negative feelings.
3. Use empathy. Learn to recognize how and why other people feel the way they do. This helps us develop deeper relationships and understanding of others.
4. Improve your social skills. We use social skills to communicate and interact with each other, both verbally and non-verbally, through gestures, body language and our personal appearance. Better social communication results in better relationships.

**THIS WEEK:**
Here are some things you can do right now to start working on your EQ.
Take some time to reflect on your own use of emotions by thinking about how you typically respond when:
- You read an email that implies you dropped the ball
- Another driver cuts you off on the highway
- A close friend blames you for something you feel is unfair

Identifying your triggers is the first step in the process of building emotional control. The next time you have a conversation that you feel is triggering your emotion, pause for a few seconds before speaking or acting. This gives you time to give rational thought to the situation. Try to make this a habit.

**KEEP ON LEARNING**
Increasing emotional intelligence takes practice and learning. Here are resources to help you:
- **WORKSHOP:** Giving and Receiving Feedback, Tuesday, June 25
- **WORKSHOP:** Emotional Intelligence, Wednesday, July 24
- **ARTICLE:** 13 Signs of High Emotional Intelligence
- **VIDEO:** 17 Signs You Have Low Emotional Intelligence