

Top Talent Tips™ January 2009
Tips and Tools of Interest to Talent Development Professionals

EQ: The Foundation of Decision-Making

Almost everyone in the workforce today has some level of decision-making ability. All decisions, big or small, have a direct impact on how successful, efficient and effective individuals are on the job. As a result, it is becoming more and more important for employees to focus on and improve their decision-making abilities. This may seem as simple as learning from our mistakes, but it really starts at a much deeper level. Making better decisions starts with understanding your own Emotional Quotient (EQ).

What is Emotional Quotient (EQ)?

EQ is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity. EQ is important in the business environment because it helps you leverage your awareness of emotions for effectiveness in the workplace. EQ is divided into two categories Intrapersonal EQ and Interpersonal EQ in the following five areas:

- 1. Self-Awareness** – The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.
- 2. Self-Regulation** – The ability to control or re-direct disruptive impulses and moods and the propensity to suspend judgment and think before acting.
- 3. Motivation** – A passion to work for reasons that go beyond money and status and a propensity to pursue goals with energy and persistence.
- 4. Social Skills** – A proficiency in managing relationships and building networks.
- 5. Empathy** – The ability to understand the emotional makeup of other people.

Assessing Emotional Quotient

An online assessment of EQ is now available which produces a report that empowers individuals to understand their own EQ. With this information they can avoid making high-risk decisions without understanding how their emotions are influencing their choice. Instead they can make educated, sound decisions with their head, instead of just their heart.

Applications in Your Business

With the EQ Assessment, you can improve the coaching and development process by giving superior performers the opportunity to truly understand their emotional intelligence. The EQ report will help identify ways they can take action to accelerate their professional development and leverage their new knowledge to make better decisions on the job.

Enthusiastically,

Bob

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