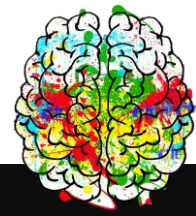


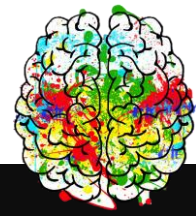
# EQ: Emotional Intelligence



## Leader Talking Points

- **Emotional intelligence**—sometimes referred to as **EQ**—is your ability to recognize and understand emotions in yourself and others and your ability to use that awareness to manage your behavior and build healthy relationships.
  - EQ is **not** about **good** or **bad** emotions, or not having emotions at all. EQ is about increasing our awareness of emotions (ours and those of others) so we can behave in a way that builds healthy productive social relationships.
- Significant research has been conducted that demonstrates emotional intelligence enables success in the workplace.
  - Studies show EQ is a greater factor in leadership development than IQ.
  - High EQ positively impacts workplace communication, relationship quality, team engagement and retention, organization effectiveness, stress, adaptability, individual and team performance, and business outcomes.
- EQ is a skillset often described as “people skills” that can be broken down into four categories:
  1. **Awareness of emotions of ourselves and others;**
  2. **Ability to interpret what the emotions mean;**
  3. **Coping with challenging situations, staying in control, and influencing interactions;**
  4. **Developing relationships and maintaining them in the long term.**
- Individual EQ is malleable, meaning it can be changed over time.
  - Unlike IQ and personality, EQ can be developed and improved over time.
- The foundation of EQ is comprised of two competencies—personal and social—and four skills—self-awareness, self-management, social awareness, and social skills.
- **Personal competency** is your awareness of your emotions and your ability to manage your emotionally driven behavior.
  - It includes your ability to control when, why, and how to express emotions, and what outcome you hope to achieve.
- **Social competence** is your ability to “read” people, to detect and accurately identify their moods, emotions, and their motivation.
  - At their core, relationships and social competence are about our ability to understand and empathize with others.

# EQ: Emotional Intelligence



- **Self-awareness** is your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations.
  - Self-awareness requires time to introspect and reflect.
  - It involves an understanding of your strengths, motivations, and what triggers you.
  - Self-awareness is highly correlated to job performance.
- **Self-management** is your ability to use your awareness of your emotions to stay flexible and actively choose (control) what you say and do.
  - Our brains are wired to respond to emotional stimuli; emotional hijacking is when we experience an emotion that propels us to act so quickly we often don't remember the details that caused us to act.
  - Self-management is about recognizing and then regulating emotions; putting space between the stimuli and your reaction.
- **Social awareness** is your ability to accurately detect the emotions of others and convey understanding (empathy) of their thoughts and feelings.
  - The key components to social awareness are the abilities to watch and listen.
  - Expressing empathy is very important; active listening skills include being attentive, using body language, reflective listening, and asking for clarification.
- **Social skills or relationship-management** is your ability to use your emotional awareness to shape your encounters, influence and inspire others, put them at ease, and thrive in your relationships.
  - In many ways, social skills are the sum of the other three EQ skills; the final output or how healthy and productive your relationships are in practice.
  - Social skills are the foundation of engagement, leadership, and interpersonal effectiveness.
  - They build bonds between individuals and teams to get the job done, as well as help us to problem-solve and resolve conflicts.
- Caterpillar EAP is a great, FREE resource for coaching, feedback, and help making changes.
  - Visit [EAP.cat.com](https://www.eap.cat.com) > EAP or call 866-228-0565