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Why you should work with emotionally intelligent people

Given the highly dynamic context of modern work environments, great efforts are going into the hiring and training process of new and existing employees. The hiring process is no more about thoroughly analysing the technical knowledge, the educational background and the expertise owned by the candidates but also how good they might be with certain situations and with people. Consequently, good technical skills are not enough and there are new factors that define whether someone could deliver a high performance or not.

Increasing attention is now being paid to the personal skills, such as “initiative and empathy, adaptability and persuasiveness”. This set of qualities completes the profile of a great professional and is known with the name of “Emotional quotient” or “Emotional intelligence”.

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behaviour and relationships.” “It affects how we manage behaviour, navigate social complexities, and make personal decisions that achieve positive results.” The cognitive intelligence, also named “Intellectual Quotient” (IQ), is about skills that cannot be learned, as it does not change according to age. The ability to learn comes from the “Intelligence” that each person has and it does not change. EQ, on the other hand, is a flexible skill that can be learned and developed during the years, being this a life-long process.

EQ can be divided into 4 main skills:

- Self-awareness
- Self-management
- Social awareness
- Relationship management

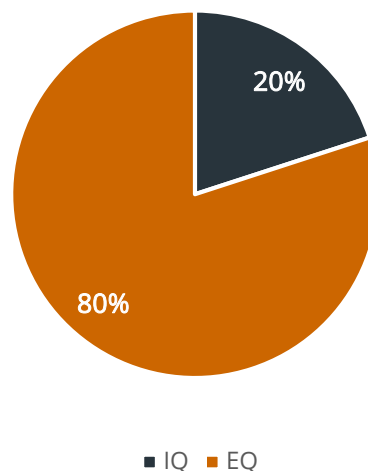
They are responsible for two main groups of abilities: personal competence (made of self-awareness and self-management skills) and social competence (social awareness and relationship management skills).

EQ, therefore, serves as the missing point in understanding why some people perform better than others, as the IQ alone is not always enough to explain the difference. EQ is a great contribution to the professional life, as it makes of an employee someone unique and different from others. It is important for a wide range of skills, e.g. problem solving, empathy, communication, trust, self-control, will power, stress management, social skills, reliability and many other skills.

For a long time, professional success was directly connected with the IQ and the whole set of skills based on EQ was less popular. However, according to recent statistics a high EQ does not only mean higher performance but also a higher salary (about \$ 29.000 more per year). It has been observed that individuals with higher EQ can quickly solve problems and overcome any issues. They are, therefore, not just more productive, creative and invent innovative solutions, but also better team players. As a result, more companies are encouraging emotional intelligence skills.

EQ and IQ, however, work synergistically and to be a top performer both are necessary. According to research, 80% of a person's success on life depends on the EQ:

Indicator of a person's success in life



This study shows that the IQ alone is not enough to guarantee success, but that it also takes strong soft skills. Top performing professionals result to be better team players, have better leadership skills, innovative thinking, creativity and higher overall productivity. They understand their selves and others better and this helps to create a better and successful work environment.

Zulla Consulting & Partners has great experience in the development of consulting and coaching concepts regarding the evolution of soft skills. Despite the wide literature available on EQ, there are still some misunderstandings and questions on how to understand and manage it. We will help you increase the emotional skills of your professionals in order to have a better understanding of your customers and of the retail process.

For additional information and an initial consultation, feel free to contact Daniele Zulla at zulla@zulla-consulting.com

Sources:

- Bradberry, T., Greaves, J. - Emotional Intelligence 2.0
- Goleman, D. - Working With Emotional Intelligence
- Singh, D. - Emotional Intelligence at Work: A Professional Guide