

## Emotional Quotient

WHAT I SEE		WHAT I DO	
<p><b>Self-Awareness</b></p> <p>The ability to accurately perceive your own emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and people.</p>	<p><b>Self-Management</b></p> <p>Your ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.</p>	<b>Personal Competence</b>	
<p><b>Social Awareness</b></p> <p>Your ability to accurately pick up on the emotions in other people and understand what is really going on. This often means understanding what other people are thinking and feeling even if you don't feel the same way.</p>	<p><b>Relationship Management</b></p> <p>Your ability of use awareness of your own emotions and the emotions of others to manage interactions successfully. This ensures clear communication and effective handling of conflict.</p>		

### EQ Quiz:

- I am aware of how others perceive me.
- I keep my personal moods out of the office.
- Others would describe me as even tempered.
- It's more important to me that the project gets completed than for me to get credit for its completion.
- I generally tell people where I stand on various issues so that they are not left guessing.
- People have told me they enjoy working with me.
- I am generally aware of other people's moods and respond accordingly.
- I can laugh at my mistakes when the situation calls for it.
- I know the difference between being assertive and being aggressive, and typically opt for the former.
- Its hard to recall a time when I've embarrassed someone by one of my remarks.
- I look servers in the eye when I speak to them.
- I give others feedback as objectively as possible and always in private.
- I leave my bad moods outside the office.

### Steps to Making a Choice:

We *listen* to something out of a field of opportunities

We either do or do not *believe* what we've heard

We put a *value* on what we've heard

**Listen + Believe + Value -> Choice**

### **Likeability:**

**Friendliness, Relevance, Empathy, Realness**

### **LQ Quiz:**

- What was the last time someone paid you a compliment? How often? What inspired it?
- Select the compliment you most enjoy receiving.
- Who is your biggest fan?
- What is your best quality? For a job interview? For a potential partner?
- What would your best friend say are your two best features?
- Who is someone you admire and what to emulate?
- Who plays a day-to-day influence in your life?  
Person who's mannerisms you adopt.

### **Tips for Enhancing your EQ & LQ**

- Never embarrass anyone – ever
- Don't tell jokes at the expense of anyone – even yourself
- Solicit and act on a 360 degree feedback
- Publicly praise, privately criticize
- Remember to say Please and Thank You
- Create win-win situations by considering everyone's needs, not just your own
- Learn the difference between aggressive and assertive behavior – opt for the latter
- Stop what your doing and pay attention to people when they come into your office
- Platinum Rule: **Treat others as they want to be treated...not as you want to be treated**

### **References:**

*The Emotional Intelligence Quickbook: Everything You Need to Know to Put Your EQ to Work* – Dr. Jean Greaves and Dr. Travis Bradberry

*The Likeability Factor: How to Boost your L-Factor & Achieve Your Life's Dreams* - Tim Sander

*Stop Sabotaging Your Career: 8 Proven Strategies to Succeed in Spite of Yourself* – Dr. Lois P. Frankel

*Pitch like a girl: How a Woman Can Be Herself and Still Succeed* – Ronna Lichtenberg

*Hard Won Wisdom* – Fawn Germer