Why EQ Matters in the Workplace

Verywellmind consulting

So why is emotional intelligence such a valued workplace skill? According to one survey of hiring managers, almost 75 percent of respondents suggested that they valued an employee's EQ more than their IQ.

Emotional intelligence is widely recognized as a valuable skill that helps improve communication, management, problem-solving, and relationships within the workplace. It is also a skill that researchers believe can be improved with training and practice.

High EQ in the Workplace

Making better decisions and solving problems

Keeping cool under pressure

Resolving conflicts

Having greater empathy

Listening, reflecting, and responding to constructive criticism

Low EQ in the Workplace

Playing the role of the victim or not taking personal responsibility for errors

Having passive or aggressive communication styles

Refusing to work as a team

Being overly critical of others or not open to others' opinions

How to Become More Emotionally Intelligent

5 Categories of Emotional Intelligence

1.Self-awareness

2. Self-regulation

3. Social skills

4. Empathy

5. Motivation

**Become More Self-Aware**

One of the first steps toward utilizing emotional intelligence skills in the workplace is to practice recognizing your own emotions. Self-awareness involves being aware of different aspects of yourself, including your emotions and feelings. It is one of the foundational components of emotional intelligence.

**Pay Attention to How Your Feeling**

How do these emotions influence how you respond? Do the things you are feeling have an impact on the decisions you make or how you interact with others? As you spend more time reflecting on these questions, you may find that you become much more aware of your own emotions and the role that they play in your daily life.

**Take Stock of Emotional Strengths and Weaknesses**

How well do you communicate with others? Do you find yourself experiencing impatience, anger, or annoyance often? What are some ways you can deal with these feelings effectively? Recognizing your weaknesses allows you to look for ways to deal with such shortcomings.

**Remember That Emotions Are Fleeting**

A co-worker might irritate you or your boss might give you a frustrating task to complete. Before you react, remember that these things are temporary, so making rash decisions based on intense emotions can be detrimental to your long-term goals and success.

**Practice Self-Regulation**

Goleman identified self-regulation as a critical part of emotional intelligence. Being aware of your emotions is an important first step, but you also need to be able to manage the things you are feeling.

People who possess good self-regulation are able to adapt well to changing situations. They don't bottle things up, but they do wait for appropriate ways to express their emotions rather than just reacting impulsively at the moment.

They also think about how their emotional expressions affect others. Ways to start improving your self-regulation skills in the workplace:

Find techniques to release workplace stress. Having hobbies outside of work is a great place to start. Physical exercise is also a healthy way to release stress.

Keep your cool. Accept the fact that you cannot control everything, but look for helpful ways that you can respond that don't add fuel to the fire.

Think before making decisions. Emotions can overwhelm you in the heat of the moment, but you can make a calmer, more rational choice if you give yourself a bit of time to consider all of the possibilities.

How to Develop and Use Self-Regulation in Your Life

**Improve Your Social Skills**

Research on emotion psychology also suggests that people with high EQs also have strong social skills. Because they are adept at recognizing other people's emotions, they are able to respond appropriately to the situation. Social skills are also highly valued in the workplace because they lead to better communication and overall company culture.

Employees and leaders with great social skills are able to build rapport with colleagues and communicate their ideas effectively. People with good social skills are not only great team players, but they are also able to take on leadership roles when needed.

**Listen to What Others Have to Say**

This doesn't mean just passively listening to other people talk. Active listening involves showing attention, asking questions, and providing feedback. Whether you are in a management role or a team member, active listening can show that you are passionate about work projects and willing to work with others to help the group reach its goals.

**Pay Attention to Nonverbal Communication**

The signals that people send through their body language can convey a lot about what they really think.

**Hone Your Persuasion Skills**

Being able to carry influence in the workplace and convince team members and supervisors to listen to your ideas can go a long way in advancing your career.

**Avoid Office Drama**

Do your best to stay out of the petty office politics that sometimes take over the workplace, but be aware that conflicts are not always avoidable. Focus on listing to what others have to say and look for ways to solve problems and minimize tensions.

**Become More Empathetic**

Emotionally intelligent people are good at stepping into another person's shoes and understanding how they feel. Empathy is more than just recognizing how others are feeling, it also involves how you respond to these emotions.

In the workplace, empathy allows you to understand the different dynamics between colleagues and supervisors. It also allows you to recognize who holds power and how it influences the behaviors, feelings, and interactions that flow from such relationships.

**See Things From the Other Person's Point of View**

It can be challenging at times, especially if you feel like the other person is wrong. But rather than let disagreements build up into major conflicts, spend time looking at the situation from another's perspective. It can be a great first step toward finding a middle ground between two opposing points of view.

**Pay Attention to How You Respond to Others**

Do you let them have a chance to share their ideas? Do you acknowledge their input, even if you disagree? Letting others know that their efforts have merit often helps everyone feel more willing to compromise.

**Work on Your Motivation**

Another key component of emotional intelligence is something known as intrinsic motivation.

People who have strong EQ tend to be more motivated to achieve goals for their own sake. Rather than seeking external rewards, they want to do things because they find them fulfilling and they are passionate about what they do.

Money, status, and acclaim are great, but people who are highly successful in the workplace are usually motivated by something more than that. They are passionate about what they do. They have a commitment to their work, they love taking on new challenges, and their enthusiasm can seem contagious. They don't give up in the face of obstacles and they are able to inspire others to work hard and persist in order to achieve goals.

**Focus on What You Love About Your Work**

No matter how you feel about your job, there are probably going to be things about it that you love and things about it that you hate. In order to build your intrinsic motivation, try focusing on the aspects of your job that you truly enjoy.

Perhaps you love the feeling of accomplishment you get when you complete a big project. Or maybe you love helping your clients achieve progress toward their own goals. No matter what it is, identify those components of your job and take inspiration from them.

**Try to Maintain a Positive Attitude**

Notice how optimistic people in the workplace tend to inspire and motivate others as well. Adopting this kind of attitude can help you feel more positively about your work.