

## What is EQ?

EQ stands for Emotional Quotient or Emotional Intelligence. Emotional Intelligence is the drive to achieve specific noble goals, the awareness of self and others, the ability to navigate a complex emotional landscape and be open and honest in human interactions.

### Why is EQ important?

Emotional Intelligence enables us to navigate situations in a sensitive, proactive and positive way to achieve good results. EQ is important in building human relationships, communicating effectively and achieving our noble goals.

### Emotionally Intelligent Organisations

An important indicator of well-performing organisations is trust between individuals, teams, managers and leaders. Acknowledging and managing emotional data in an organisation enables open and honest interaction, better recruitment, retention and performance at work.

### Emotionally Intelligent Families

Once upon a time families regularly connected with each other through household tasks, family meal times and family activities. In a modern world often led by technology our ability to connect with our near and dear can seem stifled. Emotional intelligence lays the foundations for positive parenting, respect, trust, resilience and patience.

### Emotionally Intelligent Individuals

An emotionally intelligent person is open and honest with themselves about how they feel. They can communicate their emotion and they actively navigate their landscape of feelings to achieve positive outcomes. The emotionally intelligent individual is interested in and in tune with how others feel. They have a strong vision of what they want to achieve for good and take responsibility for how they contribute to those noble goals every day.

Daniel Goleman suggests these five factors as integral to emotional intelligence:

- 🌀 **Motivation** - the drive to work and succeed
- 🌀 **Self-awareness** - understanding yourself, your strengths and weaknesses and how you appear to others
- 🌀 **Self-regulation** - the ability to control yourself and think before you act
- 🌀 **Empathy** - how well you understand other people's viewpoints
- 🌀 **Social skills** - communicating and relating to others

Behaviours of emotionally intelligent people include:

1. I am responsible for my feelings.
2. I am responsible for my behaviour.
3. I can choose how I respond to situations, events and people.
4. No-one can make me upset, angry, happy
5. Identifying my choices empowers me to take fresh look at my behaviour.
6. Recognising my range of choices is an excellent way to start changing my behaviour for the better.
7. I can practice and learn new and more effective behaviours.