



How Emotionally Intelligent Are You?

and Why It Matters for Your Career



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Jane, a project manager, is frustrated with the slow progress on a project, yet knows she needs to get all the facts before she can determine the trouble spots. She asks each team member for a progress report, then quickly heads out to the gym to clear her head before assembling her team on her return.

Jane has high emotional intelligence (EQ) the most in-demand job skill today.

Leaders like Jane know that it's key to sometimes take a minute to process information before setting up a game plan. After all, when a leader's thinking clearly, she's much more productive and able to guide her team successfully.

Did you know...women score higher than men on nearly all EQ tests? So, by working to improve your EQ, you'll have an edge for top leadership spots.



How to improve your EQ? You have 5 ways:

- Increase your **self-awareness** by listening to your inner voice
- Gain **self-control** by learning to respond, not react, to situations
- **Motivate** yourself and those around you with a positive attitude
- Learn to **appreciate people** – and accept opposing viewpoints
- Develop more **empathy** by standing in someone else's shoes

Now, what follows is a roadmap to help drive your leadership success, by boosting your own EQ.



To become more self-aware:

Get to know your moods, emotions and inner drives

People who have a keen **self-awareness** have a realistic view of themselves because they:

- Can identify their feelings
- Are aware of their strengths
- Know what gets them angry or frustrated – and avoid those situations

To become more self-aware:

- Ask people that know you well what your strengths and weaknesses are, then compare notes.
- Keep a journal of how you feel (thoughts, feelings, beliefs, etc.) throughout the workday, so you can put things into perspective.
- Practice meditation or mindfulness.
- Take a look at some recent decisions you've made at work – or in your life. Examine the thought process behind each decision. Ask a friend to help.



To develop more self-control: Learn to keep your emotions in check

People with **self-control** are highly valued in a corporate setting because:

- No matter what challenges they're faced with, they're still productive and reasonable
- No matter what the situation, they find a solution

To develop more **self-control**:

- Consider if you're misreading a situation, catch yourself before you utter a negative thought and consciously reframe your words.
- Take the time to come up with multiple ways of looking at a situation and attempt to put a positive spin on it.
- Find hobbies or interests outside the office that can get your mind off the frustrations or stresses of your job.



To master motivation: Strive for excellence in yourself and others

Self-motivated leaders have extremely high standards and can easily motivate others because they:

- Are optimistic
- Can more easily move past failure, mistakes and frustration
- Are aware of what is important to each member of their team

To motivate yourself – and others:

- Say to yourself, “**Think positive,**” to silence any negative self-talk (*it’ll soon become a habit*).
- Step back and take a fresh look at your job:
 - *What is it that you first loved about it?*
 - *What is that you love about it now?*
- Look for one good thing to come out of a negative situation, even if it’s just a new business contact.
- Set goals for each team member, and provide frequent feedback.



To develop strong people skills: Find common ground with others

Leaders with strong people skills:

- Have an ability to read people and sense their emotions on a particular topic
- Can easily persuade others to follow their lead
- Act with grace in a stressful situation
- Find the right words to calm others down

To develop stronger people skills:

- Every day, start a conversation with a complete stranger – someone in your company, on your commute to work, at the gym, etc.
- Learn to tailor each conversation differently – some people like when you talk direct, others are more touchy-feely.
- Apologize if you hurt someone's feelings – don't ignore it.
- End every conflict on a cooperative note



To show more empathy:

Take the time to truly understand others' situation

Managers who show more **empathy** toward their direct reports are seen as better leaders because they:

- Are able to listen well and avoid judging too quickly
- Welcome their team's questions because that builds trust
- Know that when people feel heard, they're more willing to cooperate and compromise

To become more empathetic:

- Put aside any preconceived notions you have about someone.
- Allow the other person to explain his or her feelings without interruption.
- Refrain from saying "I know, but ..."
- Smile more.
- Develop a habit of listening.



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