



# What is Your Emotional Intelligence?

## How Emotional Intelligence Impacts Success

A great deal has been written lately about emotional intelligence (EI, sometimes also called EQ). When originally introduced to the business world, it was unacceptable to acknowledge emotions as a part of business. It is now recognized as a significant success factor and has taken its place among other more traditional leadership traits.

## What is Emotional Intelligence?

Many definitions of emotional intelligence can be found. Here is one of my favorites:

“Emotional intelligence refers to an ability to recognize the meanings of emotions and their relationships and to reason and problem-solve on the basis of them. Emotional intelligence is involved in the capacity to perceive emotions, assimilate emotion-related feelings, understand the information of those emotions and manage them.”

Another definition is from Dr. Daniel Goleman, a pioneering thought leader in the field of EI:

“Emotional intelligence includes self-mastery (self-awareness and self-regulation), plus social intelligence (empathy and social skill). Both are essential: you have to lead yourself before you can lead others. There are sets of leadership competencies that set the best-performers

apart from average, that build on these basics – e.g., self-regulation is the basis for the discipline to achieve goals, to be adaptable, and to remain calm and clear under pressure. These leadership competencies are learned – and learnable.”

The last sentence of this definition is key – that the leadership competencies associated with emotional intelligence are learned and learnable. It fits with many current assertions that strong leaders are not necessarily born - leadership talents can be learned and developed. Dr. Goleman's latest book, [\*Leadership: The Power of Emotional Intelligence\*](#) pulls together some of his most insightful work on this useful topic.

## Why Does it Matter?

In today's challenging business environment, strong leaders are essential and desired results are most likely when the full staff is engaged and pulling together toward shared organizational goals. Paying attention to emotional intelligence contributes to leadership effectiveness, employee engagement and meeting goals.

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## Can Your Emotional Intelligence Be Measured?

The answer is a resounding yes. Groundbreaking work done by Jay Niblick – founder of Innermetrix, Inc., and the author of [\*What's Your Genius?\*](#) – revealed that there are two key

attributes possessed by the most successful people in their respective fields: self-awareness



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and authenticity. These attributes are also among the most important components of EI. Specialized individual assessments are available that can be invaluable in understanding and developing leaders' and employees' self-awareness and authenticity, when professionally interpreted. Measuring the EI of all individuals on a team can reveal a team's dynamics, strengths and gaps.

Greek philosopher, Plato, said, "People only care how much you know when they know how much you care." He also said, "All learning has

an emotional base." Emotional intelligence, self-awareness and authenticity all have a major impact on leadership style, management effectiveness and business success.

How powerful would it be if you had a deeper understanding of your own emotional intelligence and the overall EI of your team?

*For more information about discovering your own level of emotional intelligence, or assessing your team's EI, contact Janet Treer at 717-653-6118 or [janet@thetreergroup.com](mailto:janet@thetreergroup.com).*

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