



## What Is Emotional Intelligence (EQ) *And* How Important Is It To Success?

Have you ever known highly-educated, technically proficient, experienced employees and/or managers who were terminated from an organization because of their inability to manage themselves and/or their relationships with others?

Most organizations today hire and promote based on education and experience, but **Emotional Intelligence is a better predictor of success.**

Regular intelligence (IQ), which is your ability to learn, remains relatively fixed throughout your life.

High IQ does not necessarily predict who will succeed in life. In fact, psychologists agree that IQ contributes only about 20% of the factors that determine success.

*Emotional Intelligence (EQ) is your ability to:*

1. Recognize and understand your emotions and those of others.
2. Use that awareness to manage yourself and your relationships with others.

At least 80% of the factors that determine success come from Emotional Intelligence. **For outstanding success, EQ skills count for almost everything.**

Emotional Intelligence is crucial to understanding why one person thrives while another of equal IQ dead ends. Without Emotional Intelligence, IQ cannot work at its best. When a person becomes upset, the ability to process information and make decisions diminishes.

Emotional Intelligence matters now more than ever. With the massive changes in the American and global workplace, personal qualities like resilience, optimism, and initiative become more important.

The four Emotional Intelligence skills that determine how you recognize and understand emotions, how you manage your

behavior, and how you manage relationships are: **(1) Self-Awareness, (2) Self-Management, (3) Social Awareness, and (4) Relationship Management.**

The Emotional Intelligence of teams may be even more important than individual EQ, because most work gets done in teams. Team EQ is the group's style of relating to one another, making decisions, and relating to other groups in the organization.

The impact of Emotional Intelligence is also profound in our nonworking lives. Studies link EQ to personal fulfillment, overall life satisfaction, resilience in the face of stress, increased flexibility in the face of change, and better ability to tolerate frustration.

Emotional Intelligence skills can be learned relatively quickly with impressive results if a person is committed to change. Any step taken to improve **Emotional Intelligence improves our chance of reaching goals and achieving a more fulfilling life, on and off the job.**

The following articles at <http://www.melbabenson.com/articles.php> provide additional information on Emotional Intelligence skills, the impact of Emotional Intelligence, and ways to improve Emotional Intelligence skills:

**“Emotional Intelligence Skills”**

**“Relationships Between Emotional Intelligence and Other Factors”**

**“Why Smart Managers Fail”**

**“Can Emotional Intelligence Be Learned?”**

**“Services Offered by Melba W. Benson, Ph.D., in Developing Emotional Intelligence”**

*Control over yourself is the key to power  
with people.*

—Mary Jane Mapes

*Ignoring your feelings will not make  
them go away. It will just help them  
show up again when you least expect it.*

— Bradberry and Greaves

*The greatest of all faults is to be  
conscious of none.*

— Thomas Carlyle

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