

Insight

An e-newsletter for leaders from your Advocate Aurora Employee Assistance Program

What is emotional intelligence or EQ (and why does it matter)?

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use and manage your own emotions in positive ways to:

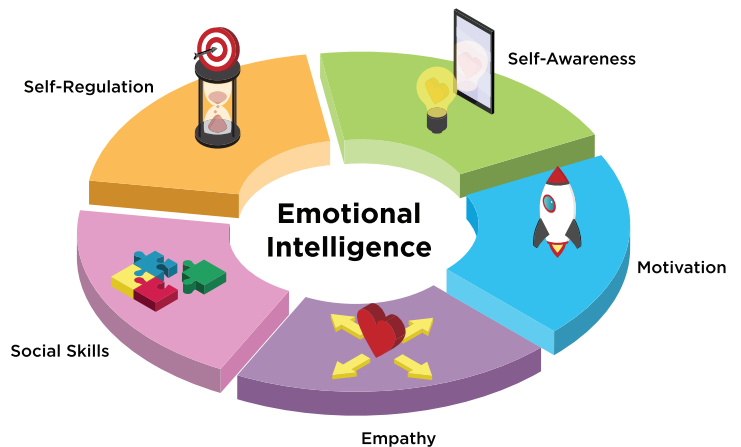
- Relieve stress
- Communicate effectively
- Empathize with others
- Defuse or manage conflicts
- Overcome challenges

Emotional intelligence can help build stronger relationships and help achieve career and personal goals. Research suggests that emotional intelligence is equally important, or sometimes even more important, than traditional intelligence (IQ). Studies show that having high emotional intelligence leads to better job performance and effective leadership.

Having high emotional intelligence can help leaders:

- Think before acting or reacting
- Reduce gut reactions or impulses
- Effectively collaborate with team members
- Build stronger relationships
- Recognize their own emotions and triggers
- Empathize with others

**For assistance, please contact Advocate Aurora Employee Assistance Program:
800-236-3231**



Do you have a high EQ?

Self-awareness – You recognize your own emotions and how they affect your thoughts and behavior. You know your own strengths and weaknesses, and have self-confidence.

Self-regulation – You're able to control impulsive feelings and behaviors. You manage emotions in healthy ways, take initiative, follow through on commitments and adapt to changing circumstances.

Empathy – You understand the emotions, needs and concerns of other people and pick up on emotional cues. When you're mindful of the words you use, you develop empathy for others. This can strengthen your relationships and help build new ones.

Social skills and motivation – You feel comfortable socially and know how to develop and maintain good relationships. You communicate clearly, work well in teams, and effectively manage conflict.

Did you know?



People having low EQ often:

- Feel misunderstood
- Get upset easily
- Become overwhelmed by their emotions
- Have problems being assertive

You can improve your emotional intelligence

Developing emotional intelligence is an ongoing process. The journey can differ from person-to-person. Taking certain actions has been shown to lead to better self-awareness, increased empathy and improved social skills for most people. This includes:

- **Recognize your own emotions** - As you develop an awareness of your feelings, you're able to pay closer attention to how you're talking to yourself and to others.
- **Ask for feedback** - Audit your self-perception by asking colleagues, friends, or family how they would rate your emotional intelligence. For example, ask them about how you respond to difficult situations, how adaptable or empathetic you are, and how well you handle conflict.
- Practice empathy and mindfulness in daily interactions with others.
- Work on your active listening skills.
- Learn how to best communicate with others in times of tension.
- Be mindful of your own and others' mental health status.
- Cultivate a growth mindset.



The EQ bottom line

Human beings are social creatures. Cultivating emotional intelligence can be key to building a successful relationship with yourself and with others. The more we forge positive relationships and develop cooperative connections, the better our teams function.

As your emotional sharpness increases, you'll become more resilient when responding to future challenges. Rather than feeling overcome by adversity, you'll be able to learn from it and bounce back with resilience.

Research shows there's a correlation between having a higher EQ and a person's overall happiness. If you struggle with relationships, either at work or in your home life, consider reaching out to Advocate Aurora EAP. Trained counselors can help you work through any relationship issues you may be facing.

Advocate Aurora EAP offers leaders, employees, and members of their immediate household, free counseling services. The EAP also provides childcare and eldercare referrals, helping families deal with any family-related issues they may be facing.



**For more information,
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