

PLEASE READ

PRIOR TO WEDNESDAY'S KEYNOTE

13 Signs of High Emotional Intelligence

Wonder what Emotional Intelligence looks like in everyday life?

In 1995, psychologist and science journalist Daniel Goleman published a book introducing most of the world to the nascent concept of emotional intelligence. The idea--that an ability to understand and manage emotions greatly increases our chances of success--quickly took off, and it went on to greatly influence the way people think about emotions and human behavior.

But what does emotional intelligence look like, as manifested in everyday life?

For the past two years, I've explored that question in researching my forthcoming book, *EQ, Applied*. In doing so, I've identified a number of actions that illustrate how emotional intelligence appears in the real world. Here are 13 of them:



By Justin Bariso
Founder, Insight
@JustinJBariso

1. YOU THINK ABOUT FEELINGS

Emotional intelligence begins with what is called self- and social awareness, the ability to recognize emotions (and their impact) in both yourself and others. That awareness begins with reflection. You ask questions like:

- What are my emotional strengths? What are my weaknesses?
- How does my current mood affect my thoughts and decision making?
- What's going on under the surface that influences what others say or do?

Pondering questions like these yield valuable insights that can be used to your advantage.

2. YOU PAUSE

The pause is as simple as taking a moment to stop and think before you speak or act. (Easy in theory, difficult in practice.) This can help save you from embarrassing moments or from making commitments too quickly. In other words, pausing helps you refrain from making a permanent decision based on a temporary emotion.

3. YOU STRIVE TO CONTROL YOUR THOUGHTS

You don't have much control over the emotion you experience in a given moment. But you can control your reaction to those emotions--by focusing on your thoughts. (As it's been said: You can't prevent a bird from landing on your head, but you can keep it from building a nest.)

By striving to control your thoughts, you resist becoming a slave to your emotions, allowing yourself to live in a way that's in harmony with your goals and values.

4. YOU BENEFIT FROM CRITICISM

Nobody enjoys negative feedback, but you know that criticism is a chance to learn, even if it's not delivered in the best way. Even when it's unfounded, it gives you a window into how others think. When you receive negative feedback, you keep your emotions in check and ask yourself: How can this make me better?

5. YOU SHOW AUTHENTICITY

Authenticity doesn't mean sharing everything about yourself, to everyone, all of the time. It does mean saying what you mean, meaning what you say, and sticking to your values and principles above all else. You know not everyone will appreciate your sharing your thoughts and feelings. But the ones who matter will.

6. YOU DEMONSTRATE EMPATHY

The ability to show empathy, which includes understanding others' thoughts and feelings, helps you connect with others. Instead of judging or labeling others, you work hard to see things through their eyes. Empathy doesn't necessarily mean agreeing with another person's point of view. Rather, it's about striving to understand--which allows you to build deeper, more connected relationships.

7. YOU PRAISE OTHERS

All humans crave acknowledgement and appreciation. When you commend others, you satisfy that craving and build trust in the process. This all begins when you focus on the good in others. Then, by sharing specifically what you appreciate, you inspire them to be the best version of themselves.

8. YOU GIVE HELPFUL FEEDBACK

Negative feedback has great potential to hurt the feelings of others. Realizing this, you reframe criticism as constructive feedback, so the recipient sees it as helpful instead of harmful.

9. YOU APOLOGIZE

It takes strength and courage to be able to say you're sorry. But doing so demonstrates humility, a quality that will naturally draw others to you. Emotional intelligence helps you realize that apologizing doesn't always mean you're wrong. It does mean valuing your relationship more than your ego.

10. YOU FORGIVE AND FORGET

Hanging on to resentment is like leaving a knife inside a wound. While the offending party moves on with their life, you never give yourself the chance to heal. When you forgive and forget, you prevent others from holding your emotions hostage--allowing you to move forward.

11. YOU KEEP YOUR COMMITMENTS

It's common nowadays for people to break an agreement or commitment when they feel like it. Of course, bailing on an evening of Netflix with a friend will cause less harm than breaking a promise to your child or missing a major business deadline. But when you make a habit of keeping your word--in things big and small--you develop a strong reputation for reliability and trustworthiness.

12. YOU HELP OTHERS

One of the greatest ways to positively impact the emotions of others is to help them. Most people don't really care where you graduated from, or even about your previous accomplishments. But what about the hours you're willing to take out of your schedule to listen or help out? Your readiness to get down in the trenches and work alongside them? Actions like these build trust and inspire others to follow your lead when it counts.

13. YOU PROTECT YOURSELF FROM EMOTIONAL SABOTAGE

You realize that emotional intelligence also has a dark side--such as when individuals attempt to manipulate others' emotions to promote a personal agenda or for some other selfish cause. And that's why you continue to sharpen your own emotional intelligence--to protect yourself when they do.

6 Super Effective Ways to Show Your Emotional Intelligence at Work

When it comes to work effectiveness, emotional intelligence can matter as much, if not more, than IQ.

By Marcel Schwantes, Inc., Contributing Editor and Founder, LEADERSHIP FROM THE CORE, @MarcelSchwantes

In the *Future of Jobs Report*, (World Economic Forum, 2015) chief human resources officers from global companies were asked what they saw as the top job skills required for workers to thrive by 2020. Interestingly enough, a new skill has appeared that wasn't even on the radar in 2015: emotional intelligence. Fast forward to 2022, and emotional intelligence (EQ) has fast become an important predictor of job success, even surpassing technical ability in some circles.

Companies are placing a high value on people with EQ for several reasons that lead to competitive advantage. For example, they cooperate better with others, are exceptional listeners, are open to feedback, and show more empathy. But how do you actually *practice* emotional intelligence?

Over the years, I've compiled data and practical examples of behaviors to answer that very question. Here are six ways to do it:

1. ACKNOWLEDGE YOUR THOUGHTS AND FEELINGS

Acknowledging your emotions brings together the cognitive and the emotional, which research has shown to be a powerful way to lessen the intensity of an emotional reaction. After pausing and acknowledging, your mind will already feel much clearer.

2. TEST YOUR OPTIMISM

People with a high degree of EQ demonstrate a healthy optimism around life's events and challenging circumstances. To test your own level of optimism, ask yourself three questions related to a current issue:

- **Am I thinking that this is permanent?**

Real downers may think to themselves, "This situation will never get better."

- **Am I feeling that this is prevalent and widespread?**

Pessimistic people default to pervasive worst-case scenario thinking like, "This is going to change everything."

- **Am I giving up my power?**

Maybe you've concluded that you are powerless in your situation. Does a thought like "there is nothing I can do" permeate your thought process?

Then step back and go into deep inquiry and reflection; gather evidence for these thoughts and views. If they are false and inaccurate, make a case for choosing more realistic, accurate, and positive thoughts.

3. FOCUS ON WHAT YOU CAN CONTROL

When you face a setback, take in the whole view, and separate the parts of the situation you can control or influence from the parts you cannot. Focus on what you can influence and notice how much more confident you feel about overcoming the setback.

4. TAKE A SIX-SECOND PAUSE

When you are frustrated, angry, or upset, before you say something you'll really regret, take a six-second pause to quickly assess how you feel. When you apply consequential thinking, you make more careful choices that ultimately work to your advantage.

5. TAP INTO KINDNESS WHEREVER YOU GO

Engage in positive, caring dialogue with the people you encounter in the daily rhythms of life--the Uber driver, the grocery-bag packer, the barista, etc. Say good morning and offer a kind word to people walking by. Ask meaningful questions, as brief as the exchange may be, and lean in to listen to the answers.

6. ASK FOR FEEDBACK

Emotions at work should never be checked at the door. Therefore, create opportunities to informally share what you feel. Also, ask team members and clients for genuine feedback--how they *really* feel about things that relate to the business. This can clear the air of any harbored resentment or unresolved matter in the relationship.