

Emotional Quotient Measuring decision-making ability

Research has shown that high performance in any field is driven by good decision-making. Of course, high performance also requires other attributes such as general intelligence, technical skills, and training or experience. However, what separates *sporadic* high performance from *consistent and sustained* high performance is Emotional Intelligence (EQ).

Dr. Daniel Goleman, one of the pioneers of research on emotional Intelligence, notes the following:

1. CEOs are hired for their intellect and business expertise – and fired for a lack of emotional intelligence.
2. Those with high EQ are 127 times more productive than those with low EQ.
3. The key differentiator between start and average performers is EQ

Just think of that remark for a moment. Have you ever been managed by, or lead by, an individual who may be intelligent and skilled, yet “missed the boat” on how to get the best out of the people working for him or her? They did not make good decisions about how to lead or manage, nor were they skilled at building good rapport.

Decision-making has a significant impact on how successful, efficient and effective individuals are on the job. Not surprisingly, this ability is becoming more important for both employers and employees, and the pressure is on to deliver!

EQ is the measure of emotional intelligence and indicates how well we can sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity. The higher our EQ, the more we can leverage our awareness of emotions (both ours’ and others’) for being effective in decision-making and overall performance.

Whether we are aware of it or not, we make decisions based on emotions. Sometimes they are the right decisions to make – sometimes not. Wouldn’t it be better for us to be able to make decisions from the head, as well as from the heart? At least then we would have a choice. Well, the good news is, we can – if we use our emotional intelligence.

There are three areas of **intrapersonal intelligence** (the ability to understand ourselves) and two areas of **interpersonal intelligence** (the ability to understand others) that comprise our overall **emotional intelligence**, and each can be measured. These five areas are:

- **Self-awareness** - the ability to recognize and understand your moods, emotions and drives, and to understand their effect on others.
- **Self-regulation** - the ability to control or re-direct disruptive impulses and moods and the propensity to suspend judgment and think before acting.
- **Motivation** - a passion to work for reasons that go beyond money and status and a propensity to pursue goals with energy and persistence.
- **Social skills** - a proficiency in managing relationships and building networks.
- **Empathy** - the ability to understand the emotional makeup of other people.

Any of these areas can be developed through coaching and mentoring, and the results are measurable. Measure your EQ – visit www.catt-alyst.com and click on “Surveys & Assessments” to find out how.