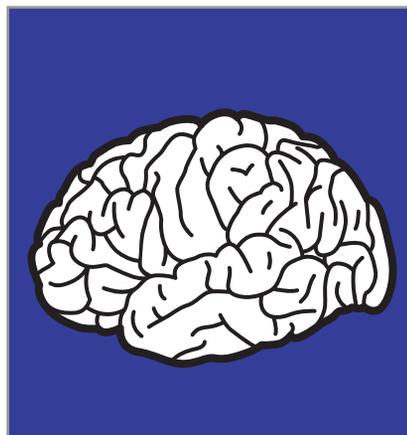




Does a Lack of EQ Impact Professional Goals?

Emotions limit our intellectual ability and have the power to sabotage our best interests!



By Brenda Oliver

When we think of professional goals and success, we typically think that our formal education, post-graduate degrees or the fact that we are academics will be enough to save us throughout our careers. The fact that we have a degree gives us all the confidence in the world that we should be successful. Not that long ago, this was true — it did give us the edge. Today professional achievement requires much more.

Having a formal education is now the required benchmark — a benchmark that gets us the interview and may even get us the job. However, it no longer guarantees our success.

Warren Bennis, author of *On Becoming a Leader*, says “In those fields that he has studied, Emotional Intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence — you need it but it doesn’t make you a



star. Emotional Intelligence can.” We begin to understand emotional competencies when we begin to understand some of the science behind them.

Scientific research is clear: emotion comes before thought. We feel before we think. Why is this important to understand?

Our “Emotional Brain” or site of emotional memory has the power to

flood our processing centre, the “Thinking Brain” or site of working memory. When this happens we are unable to “think straight”!

When emotions are triggered, we lose our ability to access our working memory (our education and experience) and we begin to lose our perspective.

It is this very perspective that is required to make important choices

and decisions and respond appropriately and effectively. If these emotions remain unchecked, we can end up in a whole world of trouble.

It is during these stressful times, when we cannot “think straight,” that our resultant behaviours will have a negative impact on others. And whether we like it or not, we are judged by that impact.

At the same time that our perspective is decreasing, we become certain that what we are thinking is absolutely “right”.

This is an important point to ponder — perspective decreases at the same time certainty increases!

You cannot trust what you are thinking during these times.

Do not send email. Do not meet with anyone. Do not make that phone call. . .

Those inappropriate and usually ineffective behaviours can impact promotional opportunities regardless of how much education & skill you have accumulated or how invested you are within your organization.

As a result, many professionals work their entire lives confused and unaware of what is holding them back.

While we feel that we know what we are capable of, management may see us in another light. Often, the perception we have of ourselves is very different from the perception others have of us.



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The fact that we have a degree gives us all the confidence in the world that we should be successful. Not that long ago, this was true — it did give us the edge. Today professional achievement requires much more.

It is not a question of education & technical skill that will drive professional achievement and success; it is our ability to handle such Emotional Competencies as *managing frustrations, controlling emotions and getting along with other people* that will make

more of a difference, according to Harvard Research.

In fact, Emotional competencies were found to be two times more important in contributing to excellence and success as pure intellect and expertise in jobs of all kinds.

Emotions devastate or enhance our most important personal and business relationships. To express them poorly is to risk derailing our careers, damaging our relationships and ultimately ruining our health.

Emotional Intelligence is the capacity we have for recognizing, managing and motivating ourselves and our own emotions so that our feelings are expressed appropriately and effectively. It is also about managing and motivating the emotional environment around us and the connections we make with those we live with and those we work with.

When Experience & Expertise embrace Emotional Intelligence then careers, businesses and relationships evolve to the next level of satisfaction and performance. ■

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