

# PEOPLE POINTS

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## WHAT'S YOUR EQ? Emotional Intelligence—It Works!

**Have you ever wondered why some very smart people seem to under achieve while some regular folks excel? Maybe it's because those who excel have high Emotional Intelligence (EQ).**

Research of more than 300 top-level executives from 15 global companies showed that six emotional competencies distinguished stars from the average:

- **Influence**
- **Team leadership**
- **Organizational awareness**
- **Self confidence**
- **Achievement drive**
- **Leadership**

*Spencer, L.M. Jr. 1997*

In a national insurance company, insurance sales agents who were weak in

emotional competencies (EQ), such as; self confidence, initiative, and empathy, sold policies with an average premium of \$54,000 while their counterparts that were strong in 5 of the 8 key emotional competencies sold policies worth \$114,000. *Hay/McBer Research & Innovation Group, 1997*

Although IQ predicts school grades relatively well, it does not predict success in life. While a high IQ might help one get into a 'top tier' university it is a poor predictor of job success. On the other hand, those with a high EQ have consistently demonstrated greater work performance including productivity, efficiency and decision making. Emotional Intelligence is not 'psycho babble', it is real!

So, what is Emotional Intelligence?

Two renowned researchers define EQ as, "a type of social intelligence that involves the ability to monitor one's own and others' emotions to discriminate among them, and to use the information to guide one's thinking and actions." *Mayer & Salovey, 1993: The Intelligence of Emotional Intelligence*

In general terms people who have high EQ are skilled in the areas of:

- **Self-Awareness**  
They know what they are feeling, they recognize these feelings, and adjust accordingly in decision making situations. They have confidence
- **Manage Emotions**  
They think before they act and handle feelings in appropri-



**"Reason  
and  
judgement  
are the  
qualities of  
a leader"**

*Tacitus, Histories  
c. 116AD*



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- Leadership Development & Executive Coaching
- Assessments and Employee Surveys
- Change Management
- Selection / Retention Improvement Assistance

ate ways. They can handle fear, anxiety, anger and sadness and can bounce back from emotional upsets.

• **Self Motivation**

They have emotional self control and have a persistent and passionate commitment to a goal.

• **Empathy**

They have sensitivity to others' feelings and are able to develop rapport with various personalities.

• **Social Skills**

They control their emotions and can accurately interpret social relationships; they promote cooperation and resolve conflicts.

**THE BOTTOM LINE**

Emotional Intelligence has proven a better predictor of future success than traditional methods like GPA, IQ or standardized test scores.

People who competently manage their own feelings and deal effectively with others are more likely to live fulfilled lives. Happy people are more likely to retain information much more effectively than unhappy people. Organizations

who train and coach employees in ways to achieve higher EQ have seen these individuals cooperate better, garner respect, make better decisions, sell more products and lead more effectively.

There are ways to assess EQ. Unlike IQ, which does not change, EQ can be enhanced throughout life. Utilizing someone who is knowledgeable of EQ, trained in the principles of coaching and skilled in business settings, goals can be determined and outcomes measured. Raising one's EQ can be the difference between simply being a good employee versus becoming a star contributor and a happier individual.

Who can benefit?

Anyone can benefit from gaining insight & knowledge as to how they handle life's situations, such as:

- CEO's and business owners trying to improve personal performance or their organization's productivity.
- Managers who desire to advance and make an impression.
- Leaders wishing to expand their vision & impact team members.

- Individuals desiring greater career and life balance.

These are just a few of the areas where greater EQ can make a difference.

The implications and achievements of increasing Emotional Intelligence are well established. There's much more to this story!

If you would like to learn more about EQ or see how determining one's EQ in combination with solid coaching can lead to greater performance, please email or call us.



**Wishing you a  
Healthy, Happy and Prosperous  
2004!**