

Emotional Intelligence is a Key to Success

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Currently there is hot discussion and debate regarding emotional intelligence (EI) & Intelligence Quotient (IQ). The importance of emotional intelligence (EI) is increasingly being realized and a school of thought consider that beside IQ, EI is also very important for success. Persons having intelligence quotient (IQ) but with clouded emotions are less successful in achieving their objectives in life as compared with subjects having more EI yet average IQ.

Some studies showed that among other factors for success, IQ counts for only 10–25%. Also, there is considerable body of evidence that a person's ability to perceive, identify and manage emotions allows him to develop the kinds of social and emotional competencies that are important for success in almost any job.

Emotional intelligence (EI) or emotional quotient (EQ) is the capability of individuals to recognize their own and other people's emotions, to differentiate between different feelings and label them appropriately, to use emotional information to guide thinking and behavior, and to manage and / or adjust emotions to adapt environments or achieve one's goal(s).¹

While an intelligence quotient (IQ) is a total score derived from one of several standardized tests designed to assess human intelligence. The abbreviation "IQ" was coined by the psychologist William Stern for the German term Intelligenz quotient, while advocating scoring method for intelligence tests in his book in year 1912.²

It is believed that there is a positive relationship between individuals' IQ and their performance (Spearman, 1904; Schmidt and Hunter, 1986; Motowidlo and Van Scotter, 1994). Therefore, intelligent people were perceived to be more successful as compared to less intelligent people. However, IQ is not the only factor to be measured about an individual's success. IQ ignores areas like physical dexterity, expertise and other competencies that may result in significant achievements. IQ provides authenticity about person's competency to evaluate and solve problem which is very useful. But, the question arises that whether a person scoring with an average IQ may be more successful than an IQ genius? The answer to this is indeed "Yes" but only if that particular person has high level of emotional intelligence.³

Emotions color our lives. We are green with envy, red with anger, blue with sorrow. Positive emotions such

as love and desire can fill our days with pleasure. Negative emotions such as fear, depression and anger can fill us with dread and make each day a chore. Emotional intelligence taps into a fundamental element of human behavior that is distinct from ones' intellect.

Emotions are feeling states with physiological, cognitive and behavioral components. Recent evidence indicates that there is indeed such a system, localized in the right cerebral hemisphere known as the limbic system, highly involved in emotion. One structure in the limbic system called the amygdala, plays a particularly important role in regulating emotion.⁴

Emotional intelligence on the other hand is a flexible set of skills that can be acquired and improved with practice. Although some people are naturally more emotionally intelligent than others, you can develop high emotional intelligence even if you aren't born with it.⁵

Emotional intelligence is essential for success. After all, who is more likely to succeed – A leader who shouts at his team when he's under stress, or a leader who stay in control and calmly assesses the situation? According to Daniel Goleman, an American psychologist who helped to popularize EI, there are five main elements of emotional intelligence.⁶

Self-awareness: Recognize and understand your own moods and motivations and their effect on others. To achieve this state, you must be able to monitor your own emotional state and identify your own emotions. Emotional maturity in this trait shows confidence, sense of humor making one aware of his/her impression on others (can read the reactions of others to know how you are perceived).

Self-Regulation: Controlling your impulses instead of being quick to react rashly, you can reign in your emotions and think before responding. You express yourself appropriately. Emotional Maturity in this trait shows conscientious and takes personal responsibility for your own work / deeds, adaptable (and favorable) to change when someone is complaining or is rude to you, you do not respond in kind. You respond in a manner which would not escalate the situation.

Internal Motivation: Internal motivation is marked by an interest in learning. It is also self-improvement vs. pursuit of wealth and status (as a pursuit of wealth and status is an external motivator). Emotional

Maturity in this trait shows initiative and the commitment to complete a task and perseverance in the face of adversity.

Empathy: The ability to understand another person's emotional reaction. This is only possible when one has achieved self-awareness as one cannot understand others until they understand themselves. Emotional Maturity in this trait shows perceptive of other's emotions and taking an active interest in their concerns, proactive able to anticipate someone's needs and the appropriate reaction. Social Situations such as office politics do not phase out one who has a firm grasp of empathy.

Social Skills: Identifying social cues to establish common ground manage relationships and build networks. Emotional Maturity in this trait shows communication, listening and responding appropriately, influence and leadership, the ability to guide and inspire others, conflict management and the ability to diffuse difficult situations using persuasion and negotiation Commitment, Devotion, Dedication, Love and Sympathy all are ingredients giving a way to success through

our emotions. Thus when high positive emotions associated with average IQ provide a key to success.

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