



# How Emotionally Intelligent Are You?

and Why It Matters for Your Career



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Jane, a project manager, is frustrated with the slow progress on a project, yet knows she needs to get all the facts before she can determine the trouble spots. She asks each team member for a progress report, then quickly heads out to the gym to clear her head before assembling her team on her return.

**Jane has high emotional intelligence (EQ) the most in-demand job skill today.**

Leaders like Jane know that it's key to sometimes take a minute to process information before setting up a game plan. After all, when a leader's thinking clearly, she's much more productive and able to guide her team successfully.

**Did you know...**women score higher than men on nearly all EQ tests? So, by working to improve your EQ, you'll have an edge for top leadership spots.



### How to improve your EQ? You have 5 ways:

- Increase your **self-awareness** by listening to your inner voice
- Gain **self-control** by learning to respond, not react, to situations
- **Motivate** yourself and those around you with a positive attitude
- Learn to **appreciate people** – and accept opposing viewpoints
- Develop more **empathy** by standing in someone else's shoes

**Now, what follows is a roadmap to help drive your leadership success, by boosting your own EQ.**



# To become more self-aware:

## Get to know your moods, emotions and inner drives

People who have a keen **self-awareness** have a realistic view of themselves because they:

- Can identify their feelings
- Are aware of their strengths
- Know what gets them angry or frustrated – and avoid those situations

### To become more self-aware:

- Ask people that know you well what your strengths and weaknesses are, then compare notes.
- Keep a journal of how you feel (thoughts, feelings, beliefs, etc.) throughout the workday, so you can put things into perspective.
- Practice meditation or mindfulness.
- Take a look at some recent decisions you've made at work – or in your life. Examine the thought process behind each decision. Ask a friend to help.



# To develop more self-control: Learn to keep your emotions in check

People with **self-control** are highly valued in a corporate setting because:

- No matter what challenges they're faced with, they're still productive and reasonable
- No matter what the situation, they find a solution

## To develop more **self-control**:

- Consider if you're misreading a situation, catch yourself before you utter a negative thought and consciously reframe your words.
- Take the time to come up with multiple ways of looking at a situation and attempt to put a positive spin on it.
- Find hobbies or interests outside the office that can get your mind off the frustrations or stresses of your job.



# To master motivation: Strive for excellence in yourself and others

Self-motivated leaders have extremely high standards and can easily motivate others because they:

- Are optimistic
- Can more easily move past failure, mistakes and frustration
- Are aware of what is important to each member of their team

## To motivate yourself – and others:

- Say to yourself, “**Think positive,**” to silence any negative self-talk (*it’ll soon become a habit*).
- Step back and take a fresh look at your job:
  - *What is it that you first loved about it?*
  - *What is that you love about it now?*
- Look for one good thing to come out of a negative situation, even if it’s just a new business contact.
- Set goals for each team member, and provide frequent feedback.



# To develop strong people skills: Find common ground with others

Leaders with strong people skills:

- Have an ability to read people and sense their emotions on a particular topic
- Can easily persuade others to follow their lead
- Act with grace in a stressful situation
- Find the right words to calm others down

To develop stronger people skills:

- Every day, start a conversation with a complete stranger – someone in your company, on your commute to work, at the gym, etc.
- Learn to tailor each conversation differently – some people like when you talk direct, others are more touchy-feely.
- Apologize if you hurt someone's feelings – don't ignore it.
- End every conflict on a cooperative note



# To show more empathy:

## Take the time to truly understand others' situation

Managers who show more **empathy** toward their direct reports are seen as better leaders because they:

- Are able to listen well and avoid judging too quickly
- Welcome their team's questions because that builds trust
- Know that when people feel heard, they're more willing to cooperate and compromise

### To become more empathetic:

- Put aside any preconceived notions you have about someone.
- Allow the other person to explain his or her feelings without interruption.
- Refrain from saying "I know, but ..."
- Smile more.
- Develop a habit of listening.





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