

Emotional Intelligence – EQ is the new IQ

What is EQ?

Emotional intelligence (EQ), a term popularized by Daniel Goleman, is the ability to identify and manage our own emotions, as well as identify and respond to the emotions of others. Within this are five distinct skills:

1. **Self-awareness** – understanding individual emotional responses.
2. **Self-Regulation** – the ability to control emotions and impulses. Thinking before acting.
3. **Motivation** – being resilient and optimistic when faced with disappointment or hardship. Driven by inner ambition.
4. **Empathy** – the ability to identify, understand and respond to the emotions, needs and viewpoints of others.
5. **People skills** – the ability to build rapport and trust, while avoiding power struggles and backstabbing.

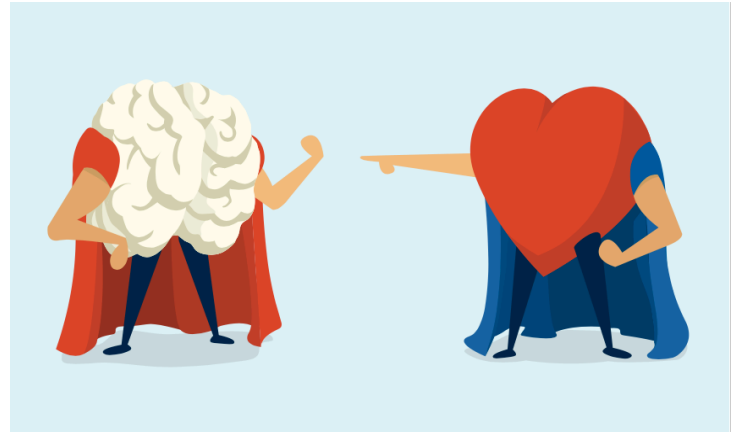
In practical terms, EQ is the awareness that our emotions and behavior can impact others (both positively and negatively). Those with high EQ learn how to manage those emotions – theirs and others – especially when they are under pressure.

Why do we need it?

According to the [World Economic Forum's Future of Jobs Report](#), emotional intelligence will be one of the top job skills in 2020.

The awareness that emotional intelligence is an important job skill, in some cases even surpassing technical ability, has been growing in recent years. In a [2011 Career Builder Survey](#) of more than 2,600 hiring managers and human resource professionals, 71% stated they valued emotional intelligence in an employee over IQ; 75% said they were more likely to promote a highly emotionally intelligent worker; and 59% claimed they'd pass up a candidate with a high IQ but low emotional intelligence.

So why is EQ so important? Basically because highly emotionally intelligent people are in a better position to put their own emotions and desires aside and take others' into account; as well as being less defensive and more open to feedback, especially when it involves areas of improvement.



How do we teach teens the value of EQ?

While we can't choose the temperament and personality of our kids, we can do a lot to help shape their behavior and set them up for success.

1. **Choose your words wisely:** our kids won't always remember what we said, but they will remember how our words made them feel. If they interpret our words as judgmental or critical they may approach the world with defensiveness and disconnection.
2. **Model imperfection:** if we can own our 'humanness' and the successes and failures that come with it, we teach our kids to embrace rather than fear their own imperfections.
3. **Prioritize kindness over grades:** while academic performance may be important, kindness is at the heart of social competence and connection. Practice kindness with your kids and with others.
4. **Teach the lost art of listening:** be fully present and engaged when your kids are talking to you and reflect back what you heard them say. Active listening demonstrates respect and empathy.
5. **Respectfully disagree:** teach them how to have a difference of opinion while maintaining the relationship.
6. **Practice empathy:** notice what they are feeling and put a name to the emotion. When appropriate share your own feelings so they know it's okay to express and acknowledge how they are feeling.
7. **Explain what feelings do:** acknowledge why and how 'feelings show up' – to seek clues as to how to address these and find balance.
8. **Use smart discipline:** create boundaries that ensure love, safety and respect rather than shaming and blaming.
9. **Use praise wisely:** praise effort rather than who they are and don't overdo it. Remember the goal is confidence and not narcissism.
10. **Model forgiveness and responsibility:** this comes from a position of strength and not shame. It gives kids an opportunity to respond and put things right.
11. **Create a calm down space or routine:** support kids to find a place or process for when they are stressed, angry or overwhelmed. Teaching them how to calm down builds resilience from the inside.

References

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