

5 Steps to Enhance Your Emotional Intelligence

By Dean Savoca

In 2011, Amazon's CEO Jeff Bezos was #1 on the *Fortune 500* "Top 10 CEOs with Emotional Intelligence". In 2014 he was ranked #1 on the *Harvard Business Review* list of the "Best Performing CEOs in the World". In a *Fortune* cover article (June 21, 1999), "Why CEOs Fail" we learn that unsuccessful CEOs put strategy before people. Research continues to reinforce that CEOs with high Emotional Intelligence (EQ) are the most successful.

What is EQ?

EQ is a measurement of your self- and other-awareness and your ability to use this awareness to manage your emotions and your relationships.

- **Self-awareness** includes appreciating your strengths and recognizing your weaknesses, knowing how you are perceived, accessing personal power and understanding the emotions behind your behavior.
- **Other awareness** includes appreciating others strengths and weaknesses, having empathy and accepting social responsibility.
- **Managing self** includes emotional control, integrity, realistic optimism, stress management, motivation, intentionality and creativity.
- **Relationship management** includes building trust, collaboration, conflict management, ability to influence and developing others.

Use these statements to rate yourself 1-5 (5 being the highest) to help determine *your* current level of EQ:

- I can accept feedback and criticism without becoming defensive.
- I am sensitive to other people's emotions and moods; I can readily understand how other people feel.
- I am confident in my abilities and make things happen in my life.
- I confront unethical behavior in others rather than "turn a blind eye".
- I continually strive to learn and improve.

If you rated below a 20, consider the following 5 steps.

5 steps to enhance your EQ:

1) Name the emotion – *what am I feeling?*

Example: I feel frustrated because my co-workers don't carry their share of the workload.

2) Consider the impact of the emotion - *How is this emotion helping me? How is this emotion helping my relationship with others?*

Example: Frustration is not helping my relationship or me. I feel ill and want to get them in trouble with the boss. I feel overwhelmed and exhausted.

3) Identify the source of the emotion - *Why do I feel this way? What meaning am I giving to the situation? What are my beliefs that are creating this emotion?*

Example: I feel frustrated because I think they are taking advantage of my good nature and I believe they are lazy (*meaning being given to the situation, not necessarily true*).

4) Examine beliefs and explore and energize a new belief - *What else could I believe that will better serve my health and our relationship? What's another meaning I could give to this situation?*

Example: They do not know how to do the job, or they do not feel confident enough to do the job, or they have an outside of work issue distracting them, etc.

5) Manage your response - *Select a response that will best serve you and the relationship.*

Example: I can ask for help and offer help. "I am feeling frustrated because we are falling behind schedule, can you help me keep this moving?" or "What can I do to help you on this project to keep to our timeline?"

Also, be aware that sometimes our emotions towards others are based on how we feel about ourselves. For example, instead of "I am frustrated because my co-workers don't carry their share of the workload" may be "I am frustrated because I am not carrying my share of the workload". If you identify this, still complete the five step process and manage your response.

"If there is any great success in life, it lies in the ability to put yourself in the other person's place and to see things from his point of view as well as your own."

- Henry Ford

Focusing on improving your EQ is a critical quality not just for CEOs but also for anyone who wants to improve their professional success.



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In addition to managing his national speaking schedule and thriving executive coaching practice, Dean is a member of the editorial advisory board for *Colorado Meeting + Events* magazine and the Director of Programs for the Meetings Industry Council (MIC) of Colorado. In 2014 Dean was distinguished as a national "Best in Class" speaker by the Professional Convention Management Association. He served as the 2012-2013 President of the National Speakers Association – Colorado; the Chairman of the Cherry Creek Chamber of Commerce, Denver in 2009; and has been on the Board of Directors of Destination Colorado. Dean holds a Master's Degree in Organizational Performance and Change and is a Board Certified Coach.

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