CORPORATE HARMONY

An Enlightened Approach to Leadership and Organizational Development

Hello again from Corporate Harmony and welcome to the Module 4 Week 3 'Conversation Starter'!!

In leadership development we hear a lot about Emotional Intelligence (or EQ). So, what is Emotional Intelligence (or EQ)? And what does Positive Presence have to do with Emotional Intelligence (or EQ)?

In his 1995 book "Emotional Intelligence", Daniel Goleman brought the concept of emotional intelligence (EQ) to the mainstream of business theory. The key premise of EQ is it being separate and unique from a person's IQ and/or technical skills. EQ is about understanding one's self (goals, intentions, responses and behavior), and understanding others and their feelings. EQ means that we can apply our emotions wisely in situations that call for emotionally guarded rather than logically smarter responses.

Goleman identifies the five domains of EQ as: 1) knowing your emotions; 2) managing your own emotions; 3) motivating yourself; 4) recognizing and understanding other people's emotions; and 5) managing relationships. EQ embraces and draws from numerous other branches of behavioral theory, emotional theory and communications theory. By developing our EQ in the five EQ domains we can become more productive and successful at what we do, and we can help others to be more productive and successful too. The process and outcomes of EQ development also contain many elements known to reduce stress for individuals and organizations, by decreasing conflict, improving relationships and understanding, and increasing stability, continuity and harmony.

EQ is about how effectively leaders can work with others. And although there is clear evidence that EQ can be learned, it can be difficult to put it into practice and to know how it can be enhanced, mostly because it is so situational – different situations call for different EQ skills – and even more challenging – different situations will call for different EQ skills with different personality types (Module 3 Week 3) and differing social/behavior types (Module 3 Week4).

Personality profiling gets very complex, but it is a good to have a general idea of where you fit. Even more importantly we must identify our personal behavioral type and again I would direct you to Dr. Frisina's 'Four Categories of Behavior Styles' that was provided to you in Module 3. Understand however that we are often blind to many of our own behaviors, so the best way to identify your behavior style is to ask others.

And then we ask our self and others close to us, how well are we doing with Goleman's five domains of EQ: 1) How well do I know my emotions? 2) How well am I managing my own emotions? 3) How well am I motivating myself? 4) How well do I seem to recognize and understand other people's emotions? and 5) How well do I appear to be managing relationships overall?

Emotionally intelligent people produce win-win relationships and outcomes for themselves and others. Such people develop a magnetic field of emotional attraction around themselves, and often are the

owners of an ever-increasing network of social relationships and emotional support structures. So finally, and most importantly, take time for regular APBs and 3x3s, and use your new-found skill of Positive Presence to cultivate the positive cognitive habits that will be necessary to build and increase your Emotional Intelligence (or EQ) for increased organizational stability, continuity and harmony.

From Week 2 of Module 1 you will remember that Positive Presence is the skill of adjusting and creating a positive and energized mindset within our self through conscious thought processes. We can assess our personal energy flow through our feelings. Feelings such as happiness and optimism can be linked to a positive energy flow, and feelings such as anger and frustration can be linked to a negative energy flow. We can control our feelings with our thoughts and it is through our thought process that we choose how to behave. And the bottom line is – the measurable result of a person's energy flow is reflected by one's choice of behavior.

Remember, acquiring the skill of Positive Presence is a slow and gentle process that begins with awareness … but it's also a process that must be doused liberally with forgiveness -- especially self-forgiveness -- as well as a good solid pinch of humor.

Remember, the more time we spend in the positive, the greater our capacity for achieving peak performance, for building and maintaining good relationships, and for experiencing good health.

This week's homework was laid out in Week 1 of Module 4 so please refer back to our previous 'Week 1 Conversation', and follow the instructions for the next 7 days!

So my friends, go to Week 15 in your Positive Presence Skill Building Journal, and until next time, let the skill of Positive Presence work for you.

Catherine M.E. Osborne

CORPORATE HARMONY

 http://corporateharmony.ca