



Emotional Wisdom For Professionals

- Marcia Hughes, President, Collaborative Growth

Mary recently bemoaned the fact that no matter how much knowledge she was gaining on the new complex environmental laws, her difficulties with clients, regulators, and other stakeholders just seemed to grow. John replied it felt the same to him in his accounting practice, and he noted it seemed just as difficult to work with his partners. What's going on? Why is it that even when we learn more and more, the road often just seems to get bumpier?

Emotional intelligence accounts for up to 45% of workplace success. Yet, no matter how much we study the new laws and regulations, or learn the other technical aspects of our professions, we will not be expanding our EQ. Fortunately, these skills, broken into 15 parts and listed on the sidebar later in this newsletter, can be grown. Stein and Book asked the question "What does it take to be successful at work?" in their book, *The EQ Edge*. They used a valid measure of emotional intelligence, the EQ-i, to explore this question and tested nearly 5,000 working people in various occupations. They identified ideal combinations of EQ factors for many occupational groups. The 5 highest skills for star performing lawyers and accountants are:

LAWYERS

Self-Actualization

HappinessStress

Tolerance

Assertiveness

Social Responsibility

ACCOUNTANTS

Problem Solving

Interpersonal Relationships

Happiness

Self Regard

Emotional Self Awareness

With this expanded knowledge, Mary and John can choose training opportunities focused on helping them grow these skills. Mary can take the emotional intelligence measure and decide what skills she feels are well in place and which ones she wants to work on. Let's say she focuses on expanding her happiness and stress tolerance. Through training, such as the one offered by Collaborative Growth, Mary can develop a specific game plan, augmented by personal coaching if she desires to address the challenges that have been diminishing her effectiveness for too long. John can do the same, though his areas of focus are likely to be different. Perhaps he'll work on interpersonal relationships and self regard. Watch for Mary's and John's careers to grow, and more importantly for them to get more joy out of their work.