

Emotional Intelligence Skills: Why it is vital to your job satisfaction!

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The development of emotional intelligence skills is vital to your job success. But before I explain this statement, let's start with a definition: emotional intelligence is the ability to understand ones' behaviors, to manage behaviors effectively, to understand others' behaviors, and to effectively manage relationships – personal and professional.

In practical terms this means to focus on areas such as:

- managing your own motivation and daily job satisfaction
- managing stress more effectively
- being able to negotiate your desired results with your team
- building and leading teams that are in synergy with your success vision

What are some issues that we face in the emotional intelligence area?

- Why does my job satisfaction keep decreasing each year?
- I know I work long hours, but do they have to be so grueling?
- I don't feel confident in my leadership and management skills.
- How do I stay focused on my goals vs. letting the daily grind take over?
- Why is my stomach churning as I drive to the office in the morning?
- I wonder what is going to go wrong today?
- I am just going to avoid the conflict between June and Betty.
- I am always "should-ing" on myself – I should be doing this, I shouldn't be doing that.
- I am tired of feeling like I am on auto-pilot every day.
- I know I need to create boundaries with my team, but how?

Please note: one of the key areas of emotional intelligence is self-awareness. Here is an example that may be occurring in your department:

Vice President and new employee talking:

Vice President: How are you doing with your manager?

Employee: Just okay. She doesn't understand what I need to do my job. I can't even get basic answers to my questions.

Vice President: Have you asked for more specific direction?

Employee: Of course. But during our meetings she becomes sidetracked and we end up talking about issues that aren't even pertinent. That's because she is reading email while meeting with me and loses her focus.

Vice President: What do you do when that happens?

Employee: I try to refocus her. I've even asked her to stop reading email because I need information.

Vice President: What happened?

Employee: She stopped reading because she realized the time and had to go to a meeting. I asked if we could meet later and she said it wasn't necessary. She has every confidence in me. I appreciate the thought, but that doesn't help me get to learn.

Vice President and Office Manager talking:

Vice President: How is it going with your new team member?

Office Manager: Very good. We meet frequently to get her up to speed quickly. She's going to be great.

Vice President: Is she clear on her responsibilities?

Office Manager: Sure. I've given her lots of input.

Vice President: Do you think she's received enough direction since she's only been on the job 30 days?

Office Manager: Yes, as a matter of fact we just met a few moments ago and everything is on track.

Vice President: Did you ask her that specifically?

Office Manager: No, not that specifically, but we talk daily. I'm sure if there was a problem, she would bring it up. She knows I have an open door policy.

Can you see the flawed self-awareness of the manager? Now, there is no right or wrong here. Each person naturally has a different perspective. But the manager isn't aware her behavior is not producing the intended results. This unintentional "blindness" affects relationships and ultimately success. What are the long-term effects if this relationship continues as it is today? Could it be that you believe you are acting in a certain way when in reality you are not?

Successful people incorporate the intellectual brain AND the emotional brain to achieve professional success and personal excellence. Technical skills and IQ account for only 1/3 of the success formula. The remaining 2/3 is emotional intelligence. (Source: Daniel Goldman who coined the phrase in 1995 and brought this concept to the masses).

By focusing on your emotional intelligence skills you can directly impact your personal job satisfaction and ultimately enjoy the management part of your job!

To learn more about your emotional intelligence skills, please email me to schedule a complimentary introductory meeting at Lorri@YourDazzlingLife.com.

Lorri Molinari, Leadership Coach, is the founder of Your Dazzling Life, a company devoted to enhancing personal and professional development with the goal of clearing the path to peak performance. The Peak Performance System™ improves critical leadership competencies by focusing on emotional intelligence (interpersonal skills and leadership behaviors). Lorri focuses on behaviors because they produce either peak performance outcomes or unintended self-sabotaging results. www.yourdazzlinglife.com or 303-680-0700