

ODNOO Post-Event Summary

Evening Connect – Emotional Intelligence

Facilitated by Jennifer Radley from EQ Consulting – Thursday, 28 May 2009

By [Lucie Grandmaitre](#)

How did we feel when we walked in the room? Where did we decide to sit? Who did we talk to first? All decisions based on how good we felt at the time. Emotions influence everything we do, even in the workplace. In the past, emotions were considered bad in the workplace; it is still the case in some organizations. However, we need emotions to survive, to work, to live. During our lifetime, we will rely on our emotions to make decisions, all decisions. Such were the words of introduction from our presenter.

By presenting several case studies, Jennifer Radley highlighted how very high emotional intelligence turned difficult situations into good solutions and decisions. She then defined emotional intelligence as being part of our environment, as part of we understand what we want, what others want and need from us. It helps us to stay calm and to use emotion to energize us, energize others.

Emotional intelligence is the ability to recognize, to understand, to manage our emotions and the emotions of others. Good discussions followed on “manipulation” and we came to some conclusions such as we assume the other person’s emotions or we don’t understand the other person’s emotions. It was even brought up that all discussions with people; especially from managers, is manipulation in some form.

Daniel Goldman, well-known author had identified several elements of emotional intelligence in his many books and has grouped them in 4 categories; self-management, self-awareness, social management and finally social awareness. Several tests (Bar-On) and quiz exists; Jennifer facilitated a short quiz with the group to make the participants more aware of what good emotional intelligence decisions are.

After some discussions with the participants, several facts were shared. Over time, based on a 40 year old study, students with average IQs and high EQ were able to handle trust, to control their own emotions better and to engage in effective relationships with others. In another study of the same duration, students with high academic results and high IQs were not necessarily those who had the most successful careers. Also, EI is cross cultural, IQ is not; therefore can be used in a very diverse population or in any culture around the world. EI is not an effective selection tool for the exception of the EI interview model.

All in all, the session was valuable and generated a lot of discussions. If you wish to contact Jennifer Radley for more information or for references to the books and authors she proposed in our discussions, you can contact her at 613-523-9589 at EQ Consulting or visit their website www.eqconsulting.ca or by email radleyJ@rogers.com.

Many thanks, Jennifer.