

Intelligence: IQ and EQ

IQ — ACADEMIC SMARTS (Intelligence Quotient)

IQ is a measure of your academic intelligence such as the ability to learn, think, solve problems, and apply knowledge to situations. Students with high IQs get excellent grades in school.



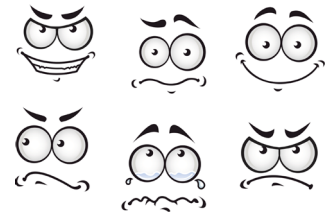
EQ — EMOTIONAL SMARTS (Emotional Quotient)

Emotional intelligence includes two skills: 1) Know how to control and select correct actions for **your emotions**. 2) Understand and deal correctly with **emotions and actions of others**. Workers with good EQ skills get raises, promotions, and become leaders such as supervisors and managers in the work world.

Which is more important: IQ or EQ? Experts say — IQ gets you hired but EQ gets you promoted . . . and IQ gets you through school but EQ gets you through life.

WHAT ARE EMOTIONS?

Emotions are feelings that give you information about what is happening and how to react. For example, a young child may feel angry and cry. The child does not know the name of the emotion (anger) and cannot explain why anger results in crying. As you get older, you learn "emotional awareness" — a) know the emotion you feel (such as anger), and b) understand why you feel the emotion (such as why you feel like crying).



HOW DO EQ SKILLS HELP ME?

EQ skills help you: 1) understand your emotion; 2) control your emotion; 3) decide what is right for the situation or conflict; 4) do and say what is right; and 5) get over the emotion so you feel good again. For example, you recognize that you are angry, understand why you are angry, and know that crying will only make the situation worse. **Your emotional awareness skills allow you to:** 1) remain calm; 2) think of an action plan; 3) talk calmly to others about the problem; 4) solve the problem with words and actions that will not offend others.

TYPES OF EQ SKILLS

- **Self-Awareness Skill** — Recognize and understand your emotions.
- **Self-Control Skill** — Take control of your emotions, think of an action plan, then talk and act with others in positive way to solve the problem.
- **Willingness Skill** — Give up short-term feelings to work towards success. For example, learn to give up immediate urge to scream to take time to calmly think of an action plan and what you need to say and do to solve the problem successfully.
- **Empathy Skill** — Understand and respect how other people think and feel about something. A saying about empathy is: Walk a mile in my shoes (or life) before you judge me.



EQ skills are also called "social skills" or "people skills." Workers who work with many coworkers and customers get raises and promotions when they show that they have good EQ skills.

WITH EQ SKILLS — YOU CAN DO THE FOLLOWING IN THE WORK WORLD

Think clearly under pressure — Make good decisions — Solve problems in way that other people like — Teach and encourage others — Deal with people and situations just like a good supervisor needs to do — Create happiness — Speak with kind sense of humor — Succeed as a team worker — Show others what good behavior is — Build friendships at work — Attract others with business-like and fun personality.

HOW DO I PRACTICE EQ SKILLS?

- 1. Understand your emotions.** Emotions are not bad. How you act-out your emotions is what makes emotions bad or good.
- 2. Understand why you say and do something.** In a journal, write down what you say and do in emotional situations. Write down what you can say or do next time to improve.
- 3. Watch and learn** how to talk and act from people who are liked. *Watch how they talk* to others during situations. *Watch how they act* — body language and facial expressions (such as smiles). *Watch how they dress.* Think of these people mentors (your teachers) of EQ skills. Mentors can include family member, student, teacher, secretary, proctor, counselor, janitor, or other.
- 4. Keep good-for-you friends.** Avoid people who cause you problems, and cause you to say words and do actions that are not really your personality. Keep friends that allow you to be a good you.
- 5. Practice self-control** everyday with little situations so that you build good emotional muscles for the big situations.
- 6. If your family is dysfunctional,** promise yourself that you will carefully "watch and learn" emotional intelligence from people and workers who are successful.
- 7. Eat healthy, drink plenty of water, and exercise every day** to nourish your body, brain, and emotional nerve circuits.
- 8. Remember the good that happened each day.** Forgive yourself for failures; then forget failures.



QUICK CHECK:

1. a) Of what is IQ a measure? b) What do students with high IQ get at school?
2. List the 2 skills of emotional intelligence.
3. What 3 things do workers with good EQ skills get and become?
4. a) What 2 things does IQ get you? b) What 2 things does EQ get you?
5. What are emotions?
6. List 2 things that make "emotional awareness."
7. Fill in the blanks: EQ skills help you _____ your emotion. C _____ your emotion. Decide what is _____ for situation. Do and say what is _____. Get over the emotion so you feel _____.
8. Give a definition of the following EQ skills:
 - a) Self-awareness skill.
 - b) Self-control skill.
 - c) Willingness skill.
 - d) Empathy skill.
9. What are EQ skills also called?
10. List 3 things you can do in the work world with EQ skills.
11. What makes emotions bad or good?
12. What 2 things do you need to write in a journal?
13. a) What do you need to watch and learn? b) List 3 things to watch.
14. What types of friends do you need to keep?
15. Why do you need to practice self control everyday?
16. If your family is dysfunctional, what do you promise yourself?
17. List 3 things you can do to nourish your body, brain, and emotional nerve circuits.
18. a) What do you remember? b) What do you forgive? c) What do you forget?
19. Give one example of what you are going to do to start learning emotional skills today.