



## Without Emotional Intelligence Sustainable Change Can't Happen

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Bring up the topic of emotions in business and it triggers many responses, most of which discount the value of emotion in any business equation. Yet, emotions are the catalyst for what moves and motivates us. The words “emotion,” and “motivate,” all share the root word “emovare”, which is Latin for “to move.”

When you think about any situation in your own life, can you imagine it without an emotional component? Probably not. Emotions and feelings are at the core of everything we do; feeling are *always* involved.

Mention the topic of intelligence in business and it can trigger many responses, most of which seem to be acronyms from a variety of academics attempting to describe the validity (or lack thereof) of a person’s talents. But another definition provides a much broader spectrum than the linear one most of us are used to; “Intelligence is the ability to respond successfully to new situations and the capacity to learn from one’s past experiences”

Developing emotional intelligence (EI) positively impacts happiness, motivation and productivity, enhances the ability to manage and alleviate stress, and increases the ability to resolve conflict. It also figures strongly in how well people listen to us. EI determines how effectively we express our emotions within the context of our workplace, family and community.

So how does EI relate to sustainable change? Researcher Antonio Demasio determined that human beings **cannot** make cognitive decisions without also processing emotional information (how we feel about the situation.) Our ability to remodel, update and even upgrade our identities, to resolve problems and conflicts, and consequently our ability to move ourselves and others from “no” to “yes” is dependent on how skillfully we process our emotions.

That many of us misunderstand our interpersonal relationships and fail to value them appropriately is most evident in business. We have to become very skillful in the way we generate and broadcast our emotional power. Too much, and people avoid us or set up defenses that block communication; too little, and we never break through the barriers to intimacy or develop enough energy to achieve the very dreams that give our lives meaning.

On a biological level, research at the National Institute of Mental Health (NIMH) shows that emotions are very closely associated with neuro-peptides which circulate throughout the organs acting as “messenger molecules.” These molecules pass on information about what is happening in one part of the body to the entire system giving scientific credence to experiences like having a “gut feeling,” or feeling fatigued when experiencing strong emotion. It’s actually happening in our bodies and not just a concept.

Understanding this chemistry of emotions can help us change our worldview so we can influence and direct our emotions, but it does not mean we can turn them off like a light bulb. Coupling our EI with cognitive intelligence and language allows us to label our feelings and give them a wide variety of symbolic meanings, texture and nuance.

As a leader, the greater your responsibilities, the more important your emotional intelligence competencies are. Regardless of your position, EI is a critical skill to create lasting change for yourself and with others. It is imperative to consistently develop your EQ in order to realize your ideal life.

Research shows also that while our IQ becomes static in our teens, our EI can be developed throughout our lifetimes. You can assess, measure and develop it and the practice provides immediate results.

By impacting and continually developing your EI, you will expand your bandwidth of behaviors, become more flexible and tolerant, and generate better decisions and more creative solutions to the daily problems. As a team or organization develops EI sustainable change becomes available.

Emotional Intelligence is not fluffy or “touchy-feely.” For anyone who interacts with and influences others, it is the most critical skill set to develop and improve.

*To learn more about Emotional Intelligence and other YESS! programs and services, visit [www.sayyess.com](http://www.sayyess.com), call 612-718-1699 or email [yess@sayyess.com](mailto:yess@sayyess.com).*

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