

# THE EMOTIONALLY INTELLIGENT OFFICE

Here's what high EQ looks like in practice.

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There's a lot of talk about the need to make workplaces more emotionally intelligent. That means having more people with high emotional quotient (EQ) scores on your staff. But how do you assess where you stand? Should you be doing more?

It helps to compare yourself to benchmarks and there are tests you can do to assess emotional intelligence levels. The tools provided by the Institute of Social and Emotional Intelligence are some of the most effective.

It also helps to understand how emotional intelligence manifests itself in the workplace and how you can recognise it. Following are a few examples.

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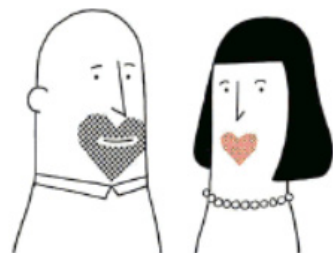
## AN UPSET EMPLOYEE FINDS A COMPASSIONATE EAR

Compassion and understanding are sure signs of emotional intelligence.



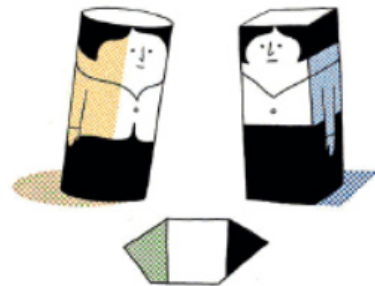
## FLEXIBILITY

Emotionally intelligent leaders don't expect everyone to work the hours they do, hold the same priorities or live by exactly the same values.



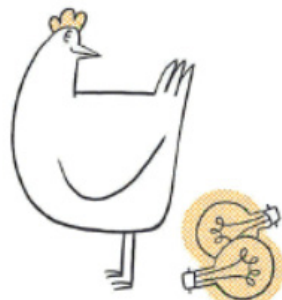
## PEOPLE SPEAK OPENLY

It is a sign of EQ when exchanges are respectful and people do not get upset when opinions don't match their own.



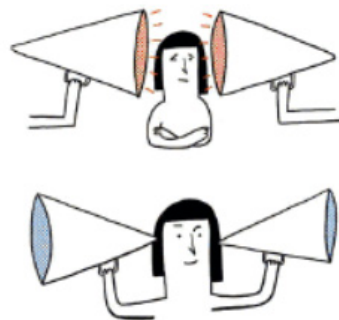
## CHANGE INITIATIVES WORK

If initiatives are regularly introduced successfully, it's a sign that emotional intelligence has gone into the planning, introduction and response to the changes.



## PEOPLE CAN BE CREATIVE

Creative people will always deem creativity important. If people are allowed to be creative and to march to their own beat they will be able to innovate.



## PEOPLE LISTEN IN MEETINGS

When everyone talks over each other in a meeting, it's a sign of a lack of emotional intelligence. When people can speak, without interruptions, it's a sign of EQ.