



News Release

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BE SMART ON THE JOB

Tampa, Fla. (March 1, 2007) There are some real and practical advantages for employees who have developed emotional intelligence, or EQ, in addition to their specific knowledge of how to perform work-related tasks. Individuals who understand their own emotions and behavior, and who use that knowledge to relate to others, are more likely to achieve higher levels of career success. Clinical psychologist Gary L. Wood, Psy.D. says “Emotional intelligence is applying intuition and emotion to problem-solving. Many of us have not learned how to use our emotional intelligence to solve business problems, and in fact emotions often get left out of the equation entirely. But for those who have a higher EQ—and it is something that can be learned—it can be the deciding factor between those who are successful and those who are not.”

Daniel Goleman, Ph.D., in his best-selling book “Emotional Intelligence,” cites five qualities of EQ: knowing one’s emotions, managing emotions, motivating oneself, recognizing emotions in others, and handling relationships. The benefits of applying emotional intelligence in the workplace may include higher tolerance for stress, better people management skills, and more effective performance as part of a team. Employees who are most aware of their own feelings and emotions, and who are also attuned to the emotions of others function most effectively in the workplace. In the book “The EQ Edge: Emotional Intelligence and Your Success,” co-authors Steven J.

Stein, Ph.D. and Howard E. Book, M.D. offer these exercises for building empathy with those around you.

- **Ask someone you know well how they feel about a given topic—something as simple as a recent film. Listen for five minutes. Then describe to the person your version of what they think and feel. You may be surprised to find a difference of opinion.**
- **Stop and listen more to others. If someone’s feelings and opinions are of value to you, check to see how accurately you’ve understood them.**
- **Keep a journal of your correct and incorrect impressions of other people’s feelings and thoughts. For each “miss,” record why you think you were off the mark.**
- **Before meeting someone important to you, prepare by thinking about your expectations of the person. Prepare, as well, for these expectations to be wrong. What would you like to accomplish as a result of the meeting? In which areas would you like to know more about this person?**
- **During the encounter, focus on the other person. Make eye contact and pay close attention to facial expressions and body language. Check your interpretations by asking questions like “Are you saying that...?”**
- **After your meeting, review the results. What did you learn about the person? How did they feel about things that are important to you? What things were important to them? How can what you learned be useful in your future relationship? What did you do that let the other person know how you feel about them?**

Remember that the Employee Assistance Program (EAP) is a benefit available to all employees and dependents of companies contracted with Wood & Associates for providing confidential free professional assistance 24-hours a day, 7 days a week. Remember that you or a dependent may contact the EAP regarding any concern that you might have – you don’t have to wait until a problem becomes big to seek help. Above all, keep in mind that if you would like to learn how to develop your EQ – or address any other concern - help is a phone call away.

About Wood & Associates

Wood & Associates is an Employee Assistance Program and behavioral health consulting firm that helps employers maintain productivity, safety and behavioral health in the workplace. Wood & Associates is a pioneer in the Employee Assistance Program (EAP) industry and has served employers and employees in the greater Tampa Bay area and nationwide since 1982. The firm's diverse group of clients includes a number of major employers who also contract for its mental health and substance abuse services.

Gary L. Wood, Psy.D., founder of the Wood & Associates consulting practice, is a pioneer in the field of Employee Assistance Program (EAP) services. Since 1979, his practice has centered on providing solutions to employee and organizational problems. Wood is a licensed clinical psychologist, a member of the National Register of Health Service Providers in Psychology, and a graduate of Rutgers University, West Georgia College and Mercer University.

Patricia N. Alexander earned a Ph.D. in mental health counseling at the University of Florida. Trained in critical incident stress management through the International Critical Incident Stress Foundation, she is a Florida Licensed Mental Health Counselor and nationally certified counselor. Through her work experience she has addressed all types of critical incident situations, including explosions, multiple homicides, suicides, line-of-duty deaths, serious accidents and robberies. Alexander conducts training on stress management for law enforcement and businesses, and has developed peer support programs for law enforcement and industry. Alexander is an educator and consultant on a wide variety of behavioral health concerns.