

Published based on [LEADER ALERT: Emotional Intelligence is a Strategic Competitive Advantage in Chaotic Environments](#)

LEADER ALERT: Emotional Intelligence is a Strategic Competitive Advantage in Chaotic Environments



As a busy executive or leader you most likely scan the news daily to keep up on current events. And it seems that negative, catastrophic news is becoming more and more frequent. We hear about radical weather anomalies, earthquakes, volcanic activity, nuclear plant catastrophes, economic volatility, political bashing, terrorist attacks, mass murders, and people starving in Somalia. And as they continue there is an increase in global human anxiety. Add to that the dooms-dayers focus on 2012 and “the Day of Judgment” (associated with the end of the Mayan calendar) and we have everything Hollywood would want in a box office hit — wait a minute, I think they have already done that one.

Closer to home in the work environment the pressure continues with tighter and tighter budgets, layoffs, cutting salaries, cutting healthcare, competitors who will do anything to get business, etc. Executives, leaders, managers and every person is experiencing multiple chaotic situations on a daily, hourly and minute-to-minute basis.

These chaotic situations and the accompanying inevitable stress and negative emotions that they drive lead to even greater levels of unpredictability in the workplace and at home. They drain our energy from the time we get up in the morning until the time we get to sleep at night (if we can get to sleep).

At work these physical and symbolic threats to our security and self-esteem hamper our ability to think clearly, make thoughtful decisions, stay calm under pressure, understand and solve complex problems and dilemmas, resolve conflicts constructively, maintain teamwork, accomplish goals, maintain productivity, profitability and growth. Taken all together there appears to be an emotional and mental virus as leaders, whole teams, and individuals succumb to stress and become overwhelmed as they struggle to deal with the effects of all the chaos.

What can an executive or leader in an organization do to immunize people against this emotional virus of fear, anxiety, pessimism, panic and worry? The first thing to remember is that stress is the result of the negative emotions and beliefs that occur when people feel unable to cope with the demands of their work and home environments and the global turmoil. So the solution lies in enhancing the [Emotional Intelligence](#) skills of people. And now, more than ever those skills are needed.

What is Emotional Intelligence? Emotional Intelligence is a person’s ability (that means they can get better at it) to pay attention to their emotions and to use that information to help them decide what to say or do (or not say or do). In our applied Emotional Intelligence skill-building training program we teach simple, proven techniques that build skill in each of the five Emotional Intelligence competencies:

Intra-personal Competencies

- Emotional Self-Awareness — Being aware of what you are feeling throughout the day.
- Emotional Self-Management — Having the skill to choose the emotions you want to experience and the skill

to transform out of negative draining emotions into positive productive emotions and feelings.

- Emotional Self-Motivation — Using positive emotions that enable you to face difficulties with persistence which leads to success.

Inter-personal Competencies

- Empathy — Being aware of what people are feeling (put yourself in their shoes) and using that information to adjust your approach to find win-win solutions. Making the other person feel heard and understood. Eliminating judgmentalness about individuals, departments and functions.
- Nurture Relationships — Create a positive climate of cooperation even when situations are difficult.

You may ask, “What’s the payoff besides just reducing stress?” Wait a minute; reducing stress is a big deal. Stress is associated with about 80% of the health problems and medical costs that employers and individuals are saddled with every year. So reducing stress IS a big deal.

But in these uncertain economic times you might say, “I’m concerned about investing the money.”

Then take a look at other results that simultaneously accrue to participant in our workshops. Following are average improvements from seven different client groups including executives, high potentials, managers and IT professionals:

- 35% Increase mental clarity
- 27% Increase personal productivity
- 31% Stay motivated in spite of people and events
- 27% Increase self-confidence
- 23% Increase change flexibility
- 32% Increase work life balance
- 28% Improvement in resolving conflict constructively
- 26% Improvement in teamwork

And what about the claim of a strategic competitive advantage for organizations that develop the Emotional Intelligence skills of its executives, leaders and teams. Wouldn’t it be a competitive advantage if all of your people improved their performance as shown in the results data above? All you have to do now is take action!

You can also find this article published on [LEADER ALERT: Emotional Intelligence is a Strategic Competitive Advantage in Chaotic Environments](#), and on the tag pages [Emotional Intelligence](#), [emotional intelligence programs](#), [emotional intelligence training](#), [Leadership](#).