

The Stepping Stone

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From the Editor

Develop Your Emotional Intelligence

by John West Hadley

There's been a lot written about emotional intelligence in recent years. Many would probably rate actuaries low on emotional intelligence, but look at this quote from *The Emotional Intelligence Quick Book* by Travis Bradberry and Jean Greaves:

"People often assume that there are vast differences in emotional intelligence between members of different professions. Engineers, accountants and scientists are often believed to have a low emotional intelligence ... there is essentially no difference among the average scores of various professions. ... The only group that scores a great deal lower than the other professions is the group whose members have no profession at all: the unemployed."

and they go on to say that:

"Emotional intelligence ... is so critical to success that it accounts for 60 percent of performance in all types of jobs. It's the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence. ... The best thing about emotional intelligence is that it's a highly flexible skill ... those who score low can actually catch up to their coworkers."

So, the more attention you pay to your own emotional intelligence skills, the greater the success you will have in your career. And if you are in a career search, this is particularly important!

One way to work on this is by reading *The Stepping Stone* each quarter, and then reaching out to us with any questions you might have. Last month we introduced a new *Stepping Stone* feature: an advice column. Take advantage of this opportunity to submit your questions and challenges in any of these areas:

- people management
- business management
- career development
- communication skills
- interpersonal skills

Just forward your questions and comments to SteppingStone@JHACareers.com, and we will give you expert advice in subsequent issues! □



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