

## **Why Soft Skills and EQ Matter in Your Office**

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A major problem for employers today is getting the best employees and then keeping them. How do you do this? One way is by understanding what it is employees want. Being able to sense what others feel and want is empathy, an emotional intelligence competency, a crucial “soft” skill if you want to have productive employees and a solid bottom line.

Emotional intelligence means understanding your own emotions and those of others, and being able to use this information to make decisions, and to negotiate to win-win outcomes.

“Soft” skills bring “hard” results in the workplace. Studies have shown that emotional intelligence can bring positive effects to your bottom line. It stand to reason that employees who feel good about themselves and – as they say – feel appreciated, will work better for you, stay longer, and pass the word on that yours is a good place to work.

One of the sad facts about a dysfunctional workplace is that like attracts like. What you have in place now, you’ll likely get more of, as people rise to hiring positions and choose people like themselves, and as the word gets out what it’s like to work for your organization.

Have an emotionally intelligent workplace. It’s the smart thing to do. It means establishing a culture in your business respecting such **EQ competencies** as resilience (the stress buster for the decade), change-proficiency, flexibility, creativity, and Intentionality.

Research has shown that raising the overall level of **EQ** works better than just raising one person’s **EQ**. We don’t leave our emotions at home when we come to work. In fact we need them, to get along, to treat others with respect, and to guide us in making decisions.