



## **WHY EMOTIONAL INTELLIGENCE MATTERS MORE THAN TECHNICAL SKILL AT WORK**

Technical skills are essential for completing tasks, but emotional intelligence (EQ) determines how effectively people work together.

### **1. Understanding Emotional Intelligence at Work**

EQ refers to the ability to recognise, understand, and manage emotions in yourself and others. In the workplace, this skill influences communication, teamwork, leadership, and how conflict is handled.

### **2. The Impact of EQ on Everyday Interactions**

Employees with strong emotional intelligence are better able to manage pressure, respond constructively to feedback, and navigate challenging conversations. When EQ is low, misunderstandings increase, tensions escalate more easily, and collaboration suffers.

### **3. Responding Rather Than Reacting**

Emotional intelligence is not about suppressing emotions or avoiding difficult conversations. It is about recognising emotional responses early and choosing how to respond rather than react. This helps maintain professionalism and respect, even under stress.

### **4. Emotional Intelligence Can Be Developed**

The good news is that emotional intelligence is a learnable skill. Awareness, reflection, and practice can significantly improve how individuals communicate and build relationships at work. Strengthening EQ protects wellbeing while improving team performance and trust.

### **5. Building Self-Awareness Over Time**

This development does not happen overnight. Building emotional intelligence requires ongoing effort and self-awareness.





It begins with noticing emotional patterns, such as what triggers stress, defensiveness, or withdrawal. Understanding these reactions helps individuals respond more intentionally at work.

## **6. Seeing and Hearing Others**

Practising emotional intelligence also involves greater awareness of others. Active listening, noticing non-verbal cues, and acknowledging different perspectives support clearer communication and help people feel heard. This builds trust, which is essential for effective collaboration and allows teams to address challenges more constructively.

## **7. Emotional Intelligence at a Cultural Level**

At an organisational level, emotional intelligence shapes culture and leadership. High-EQ teams are more resilient during change, manage conflict with care, and stay focused under pressure. While technical skills enable work to be done, emotional intelligence determines how sustainable that performance will be, making EQ a critical skill in modern, collaborative workplaces.