

# Emotional Intelligence: A Critical Success Factor



Emotional intelligence, also known as emotional quotient or EQ, is sometimes called 'charismatic leadership' because it has a motivational and transformational effect on the team.

The term means evaluating the way we understand and manage ourselves and other people and the way we interact with them – particularly the members of our teams.

In my opinion, EQ values the human side of human resources. It proposes that success in life and career is not necessarily about IQ, academic or technical brilliance or levels of competence in information technology; it is about understanding people and your own unique emotions.