

## What's Your LQ?

What's your IQ? Anybody ask you that lately? Probably not. IQ stands for intelligence quotient, a score derived from one of several different standardized tests designed to assess intelligence.

Here's another question, worthy of consideration: What's your LQ – your likability quotient?

Some people equate being likable with being weak. The truth is that the more engaging your personality is, the better your relationships will be with your supervisor and your colleagues. Here are some pointers, gleaned from an article published by *Executive Strategies*, for enhancing your LQ (without a major personality overhaul):

- Don't interrupt or judge. Invest time to hear a speaker out, even if that person tends to ramble. You'll not only convey the impression of being sensitive and compassionate, but you'll also get more reliable insights into the person, who may be leading up to an important point that will be lost if you interrupt.
- Don't make it personal. Neutralize your criticism of others by avoiding such statements as, "Your reasoning is all wrong." Soften the blow by saying something like, "There must be a glitch in the data. We should review it."
- Don't stint on praise. If people deserve recognition, be sure to provide it – often, simply, and in public. You don't have to be in management to recognize when colleagues are going the extra mile for the company. Try, "Let's all acknowledge Mary for a job well done."
- Don't be all business. Be aware of some of the personal details and milestones in your co-workers' lives. Little things add up, such as sending a card for someone's work anniversary or asking about the health of a sick relative.

These are all common-sense suggestions, which – along with some you will think of – can improve your LQ.

– Beecher Hunter