

Integrated Performance Management and Emotional Intelligence: How the two are linked, and why it matters to you...



People with high Emotional Intelligence (EQ) tend to be more successful in life than those with lower EQ, even if their classical IQ is average. The EQ factors that are measured with Integrated Performance Management (IPM) include:

Personal Competence: How well do you understand yourself?

Personal Insight Measures:

Emotional Self-awareness: Readings one's own emotions and recognizing their impact; using "gut sense" to guide decisions

Accurate Self-assessment: Knowing one's strengths and limits

Self-Confidence: A sound sense of one's self-worth and capabilities

Self-Discipline Measures:

Emotional Self-control: Keeping disruptive emotions and impulse under control

Transparency: Displaying honesty and integrity; trustworthiness

Adaptability: Flexibility in adapting to changing situations or overcoming obstacles

Drive Measures:

Achievement: The drive to improve performance to meet inner standards of excellence

Initiative: Readiness to act and seize opportunities

Optimism: Seeing the upside in events

Social Competence: How well do you understand others?

Interpersonal Insight Measures:

Empathy: Sensing other's emotions, understanding their perspective, and taking an active interest in their concerns

Organizational Awareness: Reading the currents, decision networks and politics at the organizational level.

Service: Recognizing and meeting follower, client, or customer needs

Social Agility Measures:

Influence: Wielding a range of tactics for persuasion and influence

Conflict Management: Resolving disagreements

Building Bonds: Cultivating and maintaining a web of relationships

Teamwork and Collaboration: Cooperation and team-building

About Fran Pangakis

Fran has worked in the dental industry for over 30 years, having been an assistant, a hygienist, and a business manager. Her mission is to help dentists increase the productivity through business systems implementation, enhanced leadership skills and cohesive team management.

Fran is certified in implementing standard operating procedures and analyzing behaviors values and attitudes, as well as assisting doctors with employer manuals. Her clinical training focused on non-surgical periodontal therapy, improving patient/care provider communications and uncovering patient wants. She is certified by Bent Ericksen & Associates as a Human Resources specialist.



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