

## *Developing Emotional Intelligence (EQ) In the Workplace*

### **The Landscape is Changing**

Shareholder value is no longer about buildings or equipment. It's about people and their ability to create trusting relationships with customers, colleagues and shareholders. Excellence in leadership, management, sales and service is principally about releasing the capacities and potential of all forms of human intelligence. To thrive in the 21<sup>st</sup> Century leaders must develop and hone their Emotional Intelligence, the single greatest contributor to organizational success – if they are to have and be able to create additional time, energy and innovation.

Successful leaders deliver on key business challenges day after day. This requires continuous optimal performance, resiliency, creativity and an incredible ability to connect with other people – customers, shareholders and colleagues. Research has shown that highly effective leaders possess high levels of IQ, yet their distinguishing competency is the ability to use their EQ. Q-Metrics, leaders in the field of Emotional Intelligence have defined EQ as the ability to sense, understand and effectively apply the power and wisdom of emotions as a source of: energy, information, creativity, trust and connection.

Humans cannot be separated from their emotions when they walk through the office door – nor should they. Brain science research reveals our greatest source of decision-making and problem-solving abilities reside in our emotions. Ask successful leaders how they decide: once they collect the facts and data, they trust their gut or intuition. Cognitive intelligence ceases to develop much past the age of twenty, while your emotional intelligence continues to develop throughout our lives. Leveraging emotional intelligence is beneficial – it brings passion into the workplace while fostering holistic thinking and behaviours that directly impact customers, suppliers, colleagues and corporate performance. Unleashing people's passions and emotions brings energy, commitment, engagement, honesty and integrity to our workplaces – we all have Emotional Intelligence, so why not build a workplace environment able to optimize the best in each of us.

Study after study shows that high EQ continually produces exceptional leadership, improved productivity and more effective decision making

To learn more about Emotional Intelligence contact us at LEADERSHIP INTELLIGENCE for a free consultation.

### **Creating Solutions for the 21<sup>st</sup> Century**

- *Create a powerhouse of human capital*
- *Expand the decision-making and problem solving capacities of managers at all levels*
- *Increase revenues by improving customers relationships*
- *Dramatically shift productivity by building collaborative teams*
- *Reduce turnover & retain key performers*
- *Innovatively deliver products and services*

#### Research Findings...

The Centre for Creative Leadership looked at an individual level to see why careers get derailed. The results show that 3 out of 4 are EQ related reasons – such things as the inability to make decisions, difficulty in working with others, and failing to adapt to change are top contributors.

The Deming Centre for Quality Management states that 50% of time wasted is due to lack of trust. Trust impacts employee relations and productivity, with low levels of trust causing lack of information sharing and protective behaviour.

Customer chooses to leave suppliers all the time – and 70% of the reasons are EQ related – no follow up when there is a problem, poor service, and no human connection.

High performance teams demonstrate high levels of EQ. A Yale study indicates that teams, which trust enough to allow people to share talents, are smarter than the sum of the members. Those teams that lack EQ related qualities are often 'dumber'.

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***"The really valuable thing is intuition".***

Albert Einstein

EQ is not a personal trait. It is a skill that can be learned and improved. Our EQ workshop provides attendees with a solid understanding of emotional intelligence, a map of their present EQ performance, an interpretation of their results, and a process for making selected behavioural changes that will lead to improved performance. Results are tangible and easy to measure. Experience the positive benefits – both personally and professionally and overcome those career limiting behaviours and emotional responses that derail your best efforts.

***"Intuitive managers have special skills that are likely to become more valuable in tomorrow's rapidly changing environment. They are the people who dream up the new products...They are the people who have a feel for what the consumer wants".***

Weston H. Agor, University of Texas

### **Client Return-On-Investment Experience**

In one year, the US Air Force invested less than \$10,000 for emotional competence testing and saved \$2,760,000 in recruitment (Fastcompany, "How Do You Feel", June 2000). ***Find out how you can do the same.***

American Express tested emotional competence training on Financial Advisors; trained advisors increased business 18.1% compared to 16.2% and nearly 90% of those who took the training reported significant improvements in their sales performance. Now all incoming advisors receive four days of emotional competence training (Fastcompany, "How Do You Feel", June 2000). ***Amex is still using EQ to build business.***

Top sales clerks are 12 times more productive than those at the bottom and 85% more productive than an average performer. About one-third of this difference is due to technical skill and cognitive ability, while two-thirds is due to emotional competence (Goleman, 1998). ***Discover how high levels of EQ contribute to productivity.***

***"Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that frightens us".***

Marianne Williamson

*Discover how EQ development can add sustainable results to your bottom-line. Call our experienced consultants to discuss your requirements. We're here to help.*

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