



EMOTIONAL INTELLIGENCE

A KEY TO PERSONAL & ORGANISATIONAL SUCCESS

In today's changing world, leaders need *emotional competence*, not just professional knowledge and skills. This applies to leaders and teams at all levels, in all sectors around the world.

Profiles of star performers in the world's top 500 companies, demonstrate that well developed emotional competencies account for much of their success.

For this reason, emotional intelligence is high on the agenda of tomorrow's managers and organisations.

Effectively managing our emotions is at the heart of managing stress. Developing emotional intelligence can help make us happier, healthier and more balanced in our personal & professional lives.

THE STEPS TO EMOTIONAL INTELLIGENCE (EI)

1. ASSESSMENT

Identifying each person's Emotional Intelligence Profile by:

- completing an emotional intelligence self-assessment, or
- 360° assessment process
- consultant feedback.

This can contribute to a workforce survey.

2. AGREE PERSONAL PLAN

A coaching session reviews the Emotional Intelligence profile to:

- agree development priorities
- identify development processes
- summarise development plans.

These plans prepare for the next step.

3. PERSONAL DEVELOPMENT

Developing each person's emotional intelligence is achieved by:

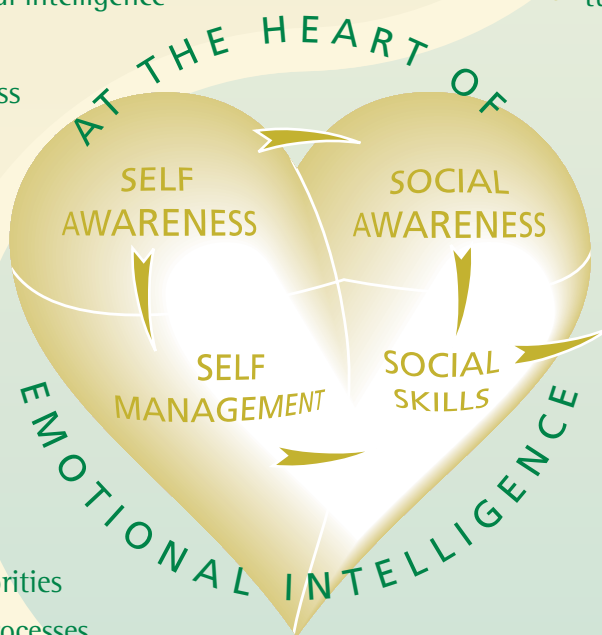
- tuning training to individual needs & strengths
- individual coaching
- group workshops.

POSITIVE IMPACT ON OTHERS

4. ORGANISATION DEVELOPMENT

Review EI and Culture data for:

- *Emotionally Intelligent Organisation Development*
- EI development of leaders
- Organisation Transformation processes.





EMOTIONAL INTELLIGENCE

PERSONAL/ORGANISATIONAL DEVELOPMENT & PERFORMANCE

COACHING

Coaching helps to develop Emotional Intelligence when there are insufficient:

- people with common developmental needs, or
- trust amongst people to share issues openly.

Coaching provides opportunities to focus on personal needs and organisational goals to:

- clarify your personal and professional priorities
- look strategically at your life and work
- resolve problems that are limiting your progress
- support changes & celebrate successes.

Coaching sessions can be used as a complete personal development process or linked to workshops.

WORKSHOPS

Emotional Intelligence workshops:

- raise self-awareness
- relate emotional intelligence to everyday work situations and difficulties
- focus on developing:
 - *interpersonal sensitivity*
 - *empathy*
 - *influence*
 - *leadership*
 - *relationship skills*
 - *customer skills*
 - *stress management & coping skills.*

Team Development workshops allow:

- teams to resolve emotional intelligence issues.

ORGANISATION DEVELOPMENT

Emotionally Intelligent Organisations:

- balance human and financial needs
- communicate openly with all stakeholders
- develop a shared strategy
- encourage innovation, learning & risk taking
- foster collaboration, support and sharing
- strive for continuous improvement

Developing Emotionally Intelligent Organisations:

Top Leaders Development:

Emotional Intelligence coaching

Workforce Survey:

Emotional Intelligence organisation audit

Team Development:

to create emotionally effective teams

Organisational Transformation:

Whole System process.

E I & PERFORMANCE

Emotional Intelligence accounts for most of the success of the world's top performers. Evidence shows that:

- 90% of leaders' success is due to their emotional competence
- de-railed executives frequently lack emotional intelligence and impulse control
- emotional competence is essential in nearly every job, especially in people contact roles
- IQ predicts 10-25% and EQ predicts 35-40% of job success.