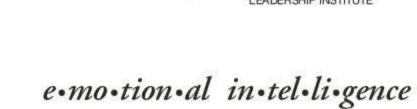
EMOTIONAL INTELLIGENCE IS CRUCIAL FOR SUCCESS IN THE WORKPLACE

Business is always personal. Especially when you work with a team. Succeeding together depends on understanding, valuing and connecting with healthy emotion.





The capacity to be aware of, control, and express one's emotions, and to handle

interpersonal relationships judiciously and empathetically.

WHICH IS MORE IMPORTANT?



SCORING RANGE (0-200) **AVERAGE SCORE 100**

HAVE DROPPED

EQ IS MORE IMPORTANT TO

EQ SCORES

AMONG ADULTS



BY 25 POINTS IN RECENT YEARS

IQ SCORES

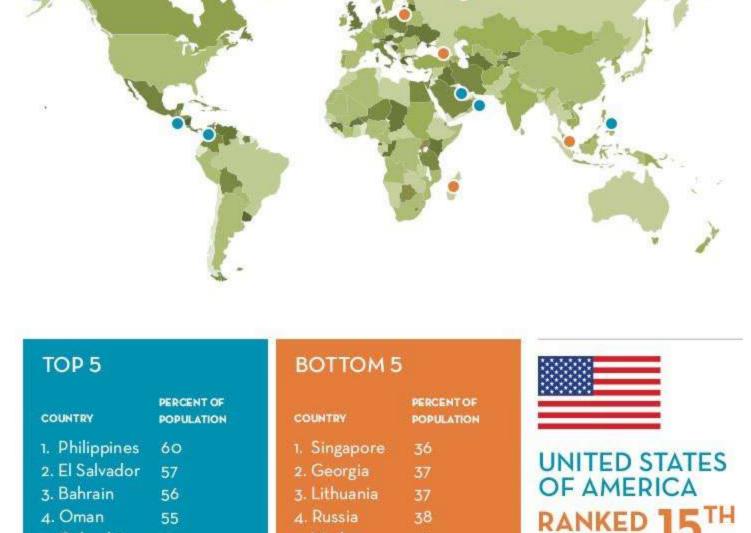
HAVE JUMPED

WHICH COUNTRIES ARE



BEST WITH EQ SCORES?







PERSONAL

WITH YOURSELF

COMPETENCE

YOUR RELATIONSHIP

5. Colombia

55

Madagascar

AWARENESS

HOW IN TUNE YOU ARE WITH YOUR EMOTIONS

54% OF POPULATION **EMOTIONALLY AWARE** WHAT COMPONENTS MAKE UP EMOTIONAL INTELLIGENCE SELF MANAGEMENT

YOUR ABILITY TO REGULATE YOUR EMOTIONAL STATE

SOCIAL SOCIAL RELATIONSHIP COMPETENCE **AWARENESS** MANAGEMENT

SELF

WITH OTHERS

YOUR RELATIONSHIP





HOW IN TUNE YOU ARE

WITH OTHERS' EMOTIONS

YOUR ABILITY TO NAVIGATE EMOTIONS IN INTERACTIONS WITH OTHERS

People with a high degree of emotional intelligence MAKE MORE MONEYan average of \$29,000 MORE PER YEAR than LESS LIKELY TO LEAVE JOB IF THEY people with a low degree HAVE A HIGH EQ MANAGER of emotional intelligence.

BENEFITS INCREASING EQ

A study by McClelland in 1999 showed

plant received training in emotional

competencies, such as how to listen

per year to three.

that after supervisors in a manufacturing

better, lost-time accidents decreased by

50% and grievances went down from 15

In a study conducted by Langhorn [2003] at Whitbread in the UK, restaurants managed by

managers with high emotional intelligence showed an ANNUAL PROFIT GROWTH OF 22% versus an

annual average growth of 15% for the same period

ANNUAL PROFIT GROWTH (VERSUS AVG. GROWTH OF 15% FOR SAME PERIOD)

LOST-TIME ACCIDENTS

DECREASE IN



POSITIVE



CHOOSING EMPLOYEES **WITH HIGH EQ** 20% of companies measure emotional

OF HIGH PERFORMERS RE HIGH IN EQ

YS TO IMPRO

YOUR EMOTIONAL

INTELLIGENCE

MANAGE

WISELY



BE AWARE

OF NONVERBALS

BURN CREATE POOR UNNECESSARY CONFLICT **ENERGY** ENERGY SPENT ON

DRAMA MEANS

LESS ENERGY ON

PRODUCTIVITY

AND EFFECTIVENESS



LEADERS CAN

BE SOURCE OF

PROBLEMS IF THEY

DON'T HAVE HIGH EQ

ATTRIBUTES TO LOOK FOR

LEAD BY PERSIST THROUGH EXAMPLE STICKY SITUATIONS

REMAIN CALM

UNDER PRESSURE

intelligence when choosing candidates.

RESOLVE CONFLICT

EFFECTIVELY

LOW ENGAGEMENT

AMONG TEAM

MODELS TO EVALUATE EQ



MODEL 1

CHOOSE THEIR

BATTLES WISELY

ARE EMPATHETIC

TO COLLEAGUES

MODEL 2 GOLEMAN **BAR-ON** MODEL MODE

MODEL 1) Initiative One

MAYER-

SALOVEY

MODEL 3

BROUGHT TO YOU BY:



SOURCES b04462a

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