

Emotional Intelligence

WHAT IS EMOTIONAL INTELLIGENCE?

Emotional Intelligence (EI) is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

WHY IS EI IMPORTANT?

Emotional Intelligence is proven to be a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. EI can be measured – more accessibly and less controversially than IQ – and unlike IQ, it can be substantially strengthened and developed.

THE EQ-i 2.0 FEATURES

- A Total EI score with 5 composite scores measuring 5 distinct aspects of emotional and social functioning.
- 15 Subscales that hone in on EI skills critical to workplace success.
- A Well-Being Indicator that measures your level of happiness; resulting in additional development opportunities.



“If you’re a leader and you want to mobilize your team, one of the first things you can do...is listen to them. Empathy is a critical skill to begin with for leaders because by listening to people and understanding where they’re coming from, you’ll have a better handle on how to motivate those people and what’s important to them... That’s the first step in your ability to influence people, and influencing people is a critical skill for leaders.” DR. STEVEN STEIN, CEO



EQ-i^{2.0}
CERTIFIED 



DRUMMONDS
LEADERSHIP & PERSONAL
DEVELOPMENT

Helping you improve your 3Ps:
People, Process & Productivity

How does emotional intelligence in leaders affect an organization's bottom line?

Having leaders with low Emotional Intelligence is costly for organizations.

Revenue

Teams headed by leaders with well-developed emotional intelligence outperformed other teams by 15-20% on yearly revenue targets. Executives who possess higher Empathy, Self-Regard, Reality Testing, and Problem Solving are more likely to head companies earning high profits.

Retention

Employees who had managers with high EI were four times less likely to leave than those who worked with managers who had low EI.

Performance

Executives who lacked emotional intelligence were rarely rated as outstanding in their performance reviews and their teams under performed by an average of 20%.

Developing effective leaders through emotional intelligence

While a leader's subject matter expertise or technical skills might be seen as the driving factor of success, a leader's ability to communicate, coach, provide feedback, empower, inspire, collaborate, and manage stress is also critically important.

These skills are the root of emotional intelligence and having a high level of emotional intelligence enhances a leader's ability to interact effectively with others, be attuned to others' needs, and respond effectively to those needs.



61%

of people with highly empathic senior leaders report often or always being innovative at work compared to only 13% of people with less empathic senior leaders



70%

Managers' behaviors — such as communication and empathy — account for up to 70% of variance in levels of employee engagement



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