



EMOTIONAL INTELLIGENCE FOR HIGH-PERFORMANCE TEAMS



EMOTIONAL INTELLIGENCE AND LEADERSHIP

Emotional intelligence or EQ is the name given to a group of human capacities that make human relationships work effectively. The three foundational capabilities of EQ are: the ability to be aware of one's own experience, to be aware of others' experiences, and the ability to manage oneself and one's emotions in relationships.

Effective leadership is all about Emotional Intelligence. Having the ability to build highly effective working relationships with others is critical to individual, team and organizational success. It is Emotional Intelligence that makes or breaks a team's performance, and it is Emotional intelligence that determines a leader's ability to effectively guide others during challenging times.

EMOTIONAL INTELLIGENCE AND PERFORMANCE: WHY IT MATTERS

Daniel Goleman is a psychologist, author and leading authority on Emotional Intelligence . His research has provided much of what we know about EQ and its impact on leadership performance. His research shows that:

- Emotional competencies mattered twice as much as technical expertise or IQ.
- EQ accounted for 73% of the abilities deemed necessary for superior performance.
- At the highest level of complexity, Emotional intelligence provided the only measurable advantage.
- On average, nearly 90% of leadership success was attributable to Emotional Intelligence .

INDIVIDUAL PROFILE AND CONSULTATION

The process begins with each member of the team accessing the confidential EQ in Action interactive assessment tool to create a customized profile looking at multiple facets of their EQ. A confidential report is sent to each individual for review and consideration, and to the facilitator who prepares an in depth analysis for each participant.

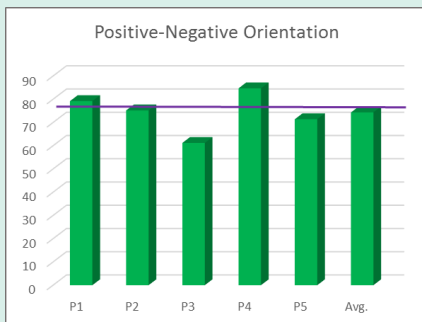
Individual debriefs are held with each participant where the elements of EQ are discussed in-depth, focusing on patterns which highlight their strengths and any tendencies they may wish to focus on.



TEAM ENHANCEMENT WORKSHOP

The workshop begins with an overall review of EQ and the profile elements, and then moves into a review of a composite profile for the team. This review will focus on those areas where results indicate there may be implications for team performance. While maintaining the confidentiality of individual profiles, data points will be presented for observation and a facilitated discussion of potential actions for the team to consider.

Some teams find it beneficial to dive deeper and share at an individual level. In this instance, the facilitator asks each participant to come prepared to discuss the gifts they have to offer to the team and where they want the support of the greater team, using this as a platform for team growth.



ADDITIONAL RELATED SERVICES

Emotional intelligence is a powerful team-building tool, and can be even more powerful when supported by additional tools. For those clients that want to build further from the Team Enhancement Workshop, consider the following:

- 360 reviews
- Individualized coaching