

Emotional Intelligence

Over the last 8 - 10 years Emotional Intelligence (EI) has become established as a valid and accurate predictor of individual and group success in corporate environments. For many, this comes as no surprise. Emotional Intelligence is the 'glue' of human relationships - and relationships create and sustain business success better than any other factor.



Today, no one can afford to ignore the contribution of Emotional Intelligence to Business achievement and results. It is the defining factor of high performers at work.

A wide number of compelling research studies have shown that Emotional Intelligence contributes to attributes such as Effective Leadership, Networking & Negotiation Skills, Stress Management & Adaptability, Customer Service & Sales Skills and Teamwork Effectiveness. Recent research studies have also shown that Emotional Intelligence underlies Employee Satisfaction, Turnover, and Absenteeism and that it is a defining feature of high performing organisations.

By training in Emotional Intelligence (emotional awareness, managing emotions and behaviour, developing empathy and handling relationships), businesses have achieved significant breakthroughs in productivity, conflict management and team development.

So what is Emotional Intelligence?

In everyday language emotional intelligence is what we commonly refer to as 'Street Smarts' or that *uncommon* ability we call 'common sense'. In their book *'The EQ Edge'*, Steven Stein, Ph.D. and Howard Book, M.D. describe it as follows:

'It has to do with the ability to read the social and political environments and landscape them; to intuitively grasp what others want and need, what their strengths and weaknesses are; to remain unruffled by stress and to be engaging – the kind of person others want to be around.'

Daniel Goleman, a leader in this field describes Emotional Intelligence as the ability to recognise, understand and manage emotions in ourselves and others. His research has identified that successful managers and leaders possess a high percentage of emotional intelligence compared to their colleagues. By successful we mean those who have:

- Achieved better financial results
- Developed more effective and supportive organisational climates or culture
- Achieved higher productivity gains with their workforce.

Amidst the confusion and uncertainty of global market changes, flatter organisations and the need for greater human collaboration, EI has become one of the most indispensable elements - not only for creating a profitable business - but also in leading a successful life.

Harvard Business Review 2002

Goleman has published findings that indicate Emotional Intelligence contributes 80 to 90% of the competencies that distinguish outstanding leaders from average leaders.

What is exciting is that EQ skills can be developed and refined.

EQ-i

The Bar-On EQ-i tool (Emotional Quotient Inventory) is the worlds leading EI assessment tool in assessing the five key areas of Emotional Intelligence for individuals and teams. These areas are:

- **Intrapersonal (Self awareness)**
- **Interpersonal (relationships)**
- **Stress Management (problem solving)**
- **Adaptability (stress tolerance)**
- **General Mood (happiness).**

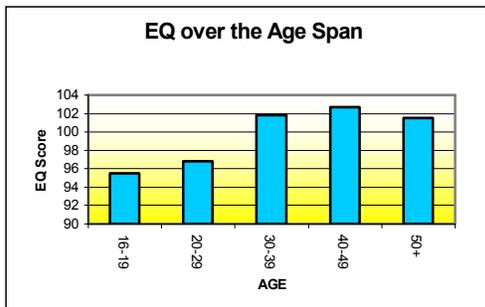
The **Bar-On EQ-i** is an assessment tool that can be used for individuals and groups (360) as a platform for coaching and developing Emotional Intelligence. It is now widely recognized as the most valid and accurate EI assessment tool available and has become the world's leading instrument by a significant margin.

Each area contains further specific elements that, together, make up the overall Emotional Quotient of an individual. For example, the IntraPersonal area includes:

Self Regard, Emotional Self Awareness, Assertiveness, Independence & Self-Actualisation

IQ versus EI

In management, professional and technical fields the typical entry-level threshold for IQ is between 110 and 120. It is generally considered that your IQ, which is largely genetic, will change little from childhood. Therefore, as virtually everyone in a particular business environment is generally within 10% or so of each other on the IQ scale, IQ offers relatively little competitive advantage.



EQ, on the other hand, can be learned at any age and unlike IQ, it is possible to grow your competency.

It takes perseverance in the process of critical self-evaluation, commitment to improve and behavioural practice however, with knowledge and input from others major improvement and development can be achieved.

Emotional Intelligence training offers team leaders, middle and senior managers, sales people and technical people moving into management the opportunity to develop skills that give them a leading edge.

In Summary...

Most of us have experienced 'the brilliant executive' who did everything well, but couldn't get along with people - or the manager who was technically gifted but couldn't manage staff or handle stress. Often these are the people whose careers stalled...

Did you ever wonder why?

...Welcome to the world of Emotional Intelligence!

Accord Consulting have established themselves as an accredited user of the Bar-On EQ-i Diagnostics. Their Consultants are licensed to provide all levels of assessment and coaching using the EQ-i model and tools.