



EQ-i 2.0®
assess. predict. perform.

EMOTIONAL INTELLIGENCE

The Model

By one estimate, between 27% and 45% of a **person's success** is due to their EQ or emotional intelligence, as compared to only 6% attributable to IQ. Another study suggests that each point of EQ is worth approximately \$1,300 per year in additional salary. So what is emotional intelligence? Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- * perceive and express ourselves;
- * develop and maintain social relationships;
- * cope with challenges;

Unlike IQ, **we can improve** our EQ. New salespeople at MetLife who developed skills to boost their optimism sold 37% more life insurance than their peers. After training their managers in EQ, one manufacturing plant saw lost time accidents reduced by 50% and formal grievances by 80%.

The Seminar

This seminar offers an introduction to the EQ-i2.0 model developed by Multi-Health Systems, with extended sections on each of the five sub-components of the model: **self-perception, self-expression, interpersonal, decision making, and stress management**. For each of these five areas we begin by defining and explaining the sub-competency and its component traits. We then illustrate each area with stories and film clips from history and Hollywood. Most importantly, there is at least one exercise for each of the five areas that helps participants practice and improve their emotional intelligence. Those exercises include:

- The 1% Solution: A plan to help participants make progress towards a **personally significant goal** in just 15 minutes per day.
- Reading Non-Verbal Cues: This exercise introduces participants to the **science behind non-verbal communication** and then provides a fun way to practice reading body language.
- Empathic Listening: This exercise gives participants practice in feeling, and displaying, empathy.
- Interpersonal Relationships: Drawing on examples from **Abraham Lincoln**, this section introduces participants to methods for interacting more effectively with those around them, and then provides an opportunity to consider how they could better approach **difficult conversations**.
- Learned Optimism: As a part of **stress management**, this exercise provides participants with strategies for maintaining optimism in the face of adversity.

Participants leave this program not only with an understanding of emotional intelligence and its importance but also with **practical, actionable tools** they can use that very day to boost their performance and improve their interactions with others.



FOUR SCORE CONSULTING

USING HISTORY TO EXPLORE LEADERSHIP