



EQ-i 2.0®
assess. predict. perform.

EMOTIONAL INTELLIGENCE

The Model

By one estimate, six percent of a person's success is determined by their IQ, while between 27% and 45% is due to EQ or emotional intelligence. According to another study, 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;
- * and use emotional information in an effective and meaningful way

Unlike IQ, our EQ can be improved. New salespeople at MetLife who were taught 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 in general and the three component traits, then illustrate each 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 own 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 helps participants read non-verbal cues by watching a video clip with the sound off and attempting to describe the tenor of events.
- Empathic Listening: This exercise gives participants practice in feeling, and displaying, empathy.
- Improving Decision Making: This exercise, using a clip from the movie *Gettysburg*, helps participants practice offering alternate options to a leader who is emotionally invested in his own plan.
- Learned Optimism: As a part of stress management, this exercise provides participants with strategies for maintaining optimism in the face of adversity.

At the conclusion of the seminar a series of application exercises help us consider how we might make better use of our own emotional intelligence in the workplace.



FOUR SCORE CONSULTING

USING HISTORY TO EXPLORE LEADERSHIP