

## *Emotional Intelligence (EQ): The Secret Skill of Leaders*

The concept of emotional intelligence has gotten a lot of press since Daniel Goleman's book *Emotional Intelligence* came out in the mid 1990's. Subsequent research has shown in a comparison of top performers with average performers that nearly 90% of the difference in their abilities can be attributed to emotional intelligence factors. Of course, IQ is still an important piece of the intellectual aspect of a person's job, yet it is now recognized that the emotional and interpersonal skills of a leader are essential to success.

From another viewpoint, those of us in business recognize that the pace and quantity of work continues to escalate with no end in sight. This requires a set of skills much different from those needed a decade ago. It is essential that a person be resilient, adaptable, optimistic and willing and/or able to take initiative.

As life and work become more complex, increasing one's emotional intelligence becomes synonymous with increasing one's leadership skills. Leaders with high emotional intelligence are able to influence people, manage relationships (e.g., with colleagues, subordinates, bosses, and customers), and empower teams; in other words, the ability to lead or manage people is known as emotional intelligence.

In reality, high emotional intelligence allows a leader to do things better and to achieve more results than the average executive. It is the deciding factor between success versus excellence in managing people, teams, departments, and organizations.

### **Module Objectives:**

**Class 1:** To understand the difference between EQ and IQ and to identify the various components of EQ.

**Class 2:** To identify ways EQ can increase the effectiveness of participant's performance.

**Class 3:** To learn tools to increase individual EQ.

**Class 4:** To apply EQ learning to workplace situations.

Discover how this module can help you recognize and develop EQ. Register today!