

Emotional Intelligence

According to the Harvard Business Review:

"In hard times, the soft stuff often goes away. But Emotional Intelligence, it turns out, isn't so soft. If emotional obliviousness jeopardizes your ability to perform, fend off aggressors, or be compassionate in a crisis, no amount of attention to the bottom line will protect your career. Emotional intelligence isn't a luxury you can dispense with in tough times. It's a basic tool that, deployed with finesse, is the key to professional success."

Research has shown that people with high emotional intelligence are measurably more successful in their roles and that organisations led by such people have measurably better business results.

While technical competence for a job is a basic pre-requisite, the ability to apply Emotional Intelligence (EI) makes the difference between average results and great results. *It's not just who or what you know, nor just what you do, but the way that you do it.* Research has shown this to be true in roles as varied as IT, Sales, Customer Service, Management, Finance, Engineering and Senior Leadership.

Luckily, Emotional Intelligence is not just biologically inherited, it is learned and even as adults we can continue to develop it.

Icendris consultants support people, teams and organisations to develop emotional and social intelligence in a variety of ways. We work with people individually, in groups or in teams to develop the key attributes of EI:

- Understanding yourself, your emotions and how they support and hinder you
- Understanding other people better: why and how they are motivated
- Managing yourself for more control of your emotional state and behaviours
- Managing and influencing other people.

Such learning can facilitate results such as:

- Higher sales, lower costs, greater profits
- Better customer and staff satisfaction and retention
- Greater personal effectiveness, motivation, satisfaction and productivity
- Greater staff satisfaction, loyalty, happiness and productivity
- Faster and better growth of your staff and team relationships
- More creativity and innovation
- Greater personal and organisational flexibility and resilience.

All of our consultants use Emotionally Intelligent approaches to developing people, teams and leaders and we offer a variety of methods to support clients including:

- Workshops specific to roles or teams (e.g. Leadership, Management, Sales)
- Individual or group coaching
- Emotions & Behaviours at Work (EBW) Assessments for individuals or teams
- Other psychometrics and assessments

Emotional Intelligence is not just a theoretical or academic concept for us at Icendris, rather it is a highly practical set of skills and behaviours to enable improved performance.