

BENEFITS of EI Training and Coaching

Why take the time to improve your Emotional Intelligence and do a few things more frequently?

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- As leaders move up in the organization up to 90% of their success factors are in Emotional Intelligence (EI) versus Intelligence (IQ) or technical expertise. (Goleman, 2001)
- Leaders high in Emotional Intelligence are more productive. (Cherniss and Goleman, 2001)
- Great leaders also have a positive impact on profitability, turnover, employee commitment, customer satisfaction and retention. (Zenger and Folkman, 2002)
- The more great leaders an organization develops, the more it will become an outstanding organization. (Zenger and Folkman, 2002)
- Emotions are contagious. As a top leader, you influence the whole climate of your team as much as 50-70%. (Hay Group, 2003)
- Gallup has found that if U.S. workers were 5% more engaged, it would boost national productivity by \$79 billion a year.
- As a leader, you pass on your leadership legacy. As we have seen, new leaders emulate the practices of their best bosses.
- The best way to retain your good people is to have positive and productive relationships with them.
- People who are positive have been shown to live longer. (Rath and Clifton, 2004)
- Job satisfaction is a better predictor of longevity than smoking or exercise habits. (Department of Labor, 1988)

Consequence for Not Raising Emotional Intelligence

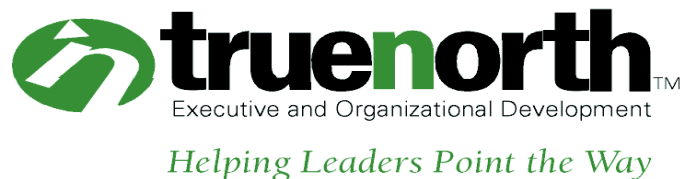
- The reasons for losing customers and clients are 70% E.Q.-related. (Six Seconds website, 6seconds.org, 2004)
- 50% of time wasted in business is due to lack of trust. (Six Seconds website, 6seconds.org, 2004)
- Key executive derailers include lack of impulse control and the inability to work on teams. (Leslie & Van, Velsor 1996)

- The cost to replace a manager or sales position is 250% of his or her compensation package. (Center of Creative Leadership, 2003)

Every leader I have worked with has underestimated their influence on others and consequently UNDERPERFORMED. How do you remedy this? Take MICRO-INITIATIVES daily and create MACRO-IMPACTS.
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