

Emotional Intelligence Profile (EIP)

Daniel Goleman, author of 'Emotional Intelligence' (1995) claims that as much as 80% of adult success comes from EQ. American Express, Shell, Unilever, Nestle, Pfizer, Hilton, Boeing, Motorola, and Johnson & Johnson are all turning to emotional intelligence to improve organisational performance.

Regardless of experience and qualifications, leaders and managers cannot be effective guides if they have no emotional attachment to their people. As we come to depend more and more on intellectual capital and service, so it becomes ever more important that we can build successful working relationships with the people around us. Similarly, people do business with people they like, and emotional intelligence can be a great technique for customer-facing staff, business development teams and sales executives alike. And unlike your IQ (which is largely fixed by your early teens), you can build and develop your emotional intelligence every day of your life. Emotional Intelligence is a combination of attitudes and behaviours that distinguish outstanding performance from average performance. It provides a framework for understanding how you manage yourself to be personally and interpersonally effective:

- Personal Intelligence

Being effective at picking up what is going on inside of you (self-awareness) and taking appropriate actions to manage yourself (self-management).

- Interpersonal Intelligence

Being effective in picking up what is going on for other people (awareness of others) and taking appropriate action to manage them (relationship management).

Your Emotional Intelligence is influenced by a complex mix of your personal values, life experiences, your attitudes and your learned behaviour towards other people. The EIP psychometric brings respectful feedback to enhance your sense of self and help you to develop a wider range of responses to difficult situations. And in order to make changes in your practical day to day interactions with others, the EIP tool engages your head and heart to create shift at a deeper level. The relationship between the various parts of Emotional Intelligence is shown in the diagram below.

