



Discover the secret to successful leadership

Traditionally organisations have focused on promoting people based on IQ, personality and work preferences. It has only been in the past 10 years or so that we have discovered the importance of Emotional Intelligence as a characteristic of effective leaders.

What is Emotional Intelligence?

- Is a set of skills that underlie interpersonal effectiveness
- Emotions influence our thoughts and the decisions we make in the workplace
- Emotions also play a large role in our outward displays of behavior (such as tone of voice and body language)

Why is Emotional Intelligence important?

- IQ and personality are difficult to change and develop in people
- IQ and personality do not typically account for the types of people skills associated with successful leadership
- Emotional Intelligence is highly correlated with successful leadership, job satisfaction, sales effectiveness, teamwork, the capacity to deal with stress and organisational commitment.
- Most importantly, Emotional Intelligence can be developed – IQ and personality cannot.

How to assess Emotional Intelligence?

HR Business Solutions use the Genos assessments of Emotional Intelligence. These assessments evaluate how frequently an individual demonstrates workplace behaviours known to underpin effective Emotional Intelligence. We offer self-assessments and 360 degree assessments of Emotional Intelligence which can be incorporated into a performance management process.

What to do with the Results?

The most common reasons for an organisation to use an assessment of Emotional Intelligence include:

- Leadership development: using the results as a basis for tailoring a leader's coaching and development program to suit their specific development needs.
- Stress Management
- Performance Management
- Retain and develop high performers
- Component of a Talent Management Program