

Emotional Intelligence

(Why do I care?.... or do I?)

IQ (Intelligence Quotient) is a measure of intelligence that we've all probably heard of and it's certain that this sort of intelligence is something that leaders and managers require, often a selection process will include a way of gauging IQ and it is demonstrated by academic achievement or competency testing or simply by investigation during an interview or task. IQ alone though is not enough, successful managers and leaders have Emotional Intelligence and highly successful companies like Amazon, Microsoft, BMW, Toyota and many more use EI as a predictor of success and develop it to drive business performance.



Emotional Intelligence is about a set of skills that define how well we recognise and respond to emotions. Emotions affect how we respond to the world around us and have a profound effect on our ability to motivate control and inspire others. We've all been in situations where the motivation to succeed is sucked out of us by people who don't 'get it' they don't understand what the effect of what they say and do has on us and conversely, but more rarely, we've worked with people for whom you want to strive and who you want to see succeed.

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In the workplace, emotional intelligence is at the root of our self-awareness, empathy, leadership and resilience. Business is about 'do more with less' and continuous improvement ie: change is the norm (or should be) so effective collaboration is essential, having the skills to drive this is critical. 'Engagement', the employees level of enthusiasm for their work, the passion that we look for in organisations to meet the common goals is directly driven by the EI of the people who lead. If you were to look and see what can be achieved by leaders with high EI then you could do worse than look at history <http://bit.ly/1PQgLtj> but any one of us in business knows it's all about people and having them want what you want makes life so much easier. Happier customers who deal with staff that care and go the extra (s)mile, employees who achieve and go 'above and beyond the call of duty' who doesn't want that ?

With a client recently we saw the results of an 'unengaged' employee where the workforce had asked to rearrange the whole factory schedule for a week in order to be able to take time off to watch the England Wales Euro 2016 match. The client did just

that, rearranged shifts and deliveries, altered office hours and generally went the extra mile but this one employee worked out that this was going to result in 30 minutes less paid work so was prepared to spread dissent. Frustrating ... you bet!

EI projects with teams can lead to sales increases, higher customer satisfaction, increased productivity, lower employee turnover and increased profits. The ability to understand our emotions, to be aware of them and how they impact the way we behave and relate to others, improves 'people' skills and ultimately tangible results.

I had a business partner who used to say "if you have a gut feeling then go to a doctor" and yes Tom was an accountant, he was right when we are looking at purely empirical data but people are emotional animals and knowing how to interpret and use that dynamic is a key skill.

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