



Intelligence

- Problem Solving
- Stable over time



Emotional Intelligence

- Vital
- Able to learn



Success

- Personal
- Professional



March 14, 2017

Irondequoit Country Club • 4045 East Avenue • Rochester, NY • 14618



Emotional Intelligence
AT WORK™

Agenda

Breakfast: 8:00 AM - 8:30 AM
Program: 8:30 AM - 12:00 PM

Registration
Tuition: \$75

www.eiwork.com/events.html

Is Your EQ as High as Your IQ?

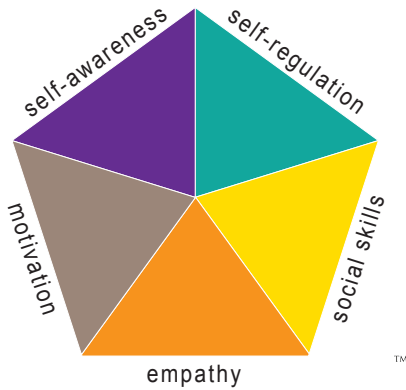
Emotional Intelligence AT WORK™ is a uniquely powerful lecture and integration experience that revitalizes and reinforces your innate passion and drive. This program explores the often-untapped emotional component of effective professional relationships. Learn tools and techniques to stay grounded and focused in even the most challenging situations.

- Raise your awareness of self and others
- Recognize inherent reactions and explore alternative responses
- Practice more effective listening skills and techniques
- Discover the ROI of trusted relationships in the workplace and beyond
- *Optional:* Leave with your benchmark EQ Assessment (Additional fee applies)

Need more info?

Call 585-329-2640 or 585-690-3300 or 585-473-5160





This chevron represents the skills associated with Emotional Intelligence (EI) or Emotional Quotient (EQ).

EI skills are achievable, measurable, and have significant impact at the organizational level.

Intrapersonal

- Self-Awareness
- Self-Regulation
- Motivation (self)

Interpersonal

- Empathy
- Social Skills
- Motivation (others)

Emotional Intelligence has been shown to have *direct impact* on business results.

While there is *extensive research* on the measurable impact of high Emotional Intelligence, time and again, across industries and organizational levels, the following four areas show the *most consistent benefit and ROI* for EQ assessment and EI skills development:

Turnover – From manufacturing to service and information-rich sectors like healthcare and education, a steady focus on EQ during hiring and training generates a dramatic reduction in employee turnover. These industries often see an *over 50% decrease* in yearly turnover. Supervisor, Manager and Leader EI training have the greatest impact.

Sales – Nearly every measure of sales realizes impressive gains when staff improve their EI skills—whether it is sales per employee, net profit, sales per inventory dollar, or square foot in retail. Gains are also found in customer facing roles and management. Teams typically see growth in the *double digits*, netting 7-figure gains for teams as small as 20. Sectors studied include retail, pharma, medical, manufacturing and defense.

Productivity – *Gains start at 10%* in productivity and increase following EI training. Consider what a “small” increase of 10% translates to in dollars. For some organizations, this is a training ROI in excess of 500%! On the flip side, grievances and lost time incidents dramatically decline—often by 50%.

Overall Performance – Job satisfaction, adaptability and engagement *all show gains* by improving EI. Engagement is the benchmark for retention and productivity in today’s ever-tightening labor market. Interestingly, when comparing intellectual, managerial and emotional competencies, the one with the *most impact on performance is emotional competency*. These performance gains occur at both the individual and the organizational level.

Explore your EI today.