

Why is Emotional Intelligence Important?

What is Emotional Intelligence?

Emotional Intelligence is the ability that individuals have to manage both themselves and others. It is about understanding and having an accurate insight into an individual's motivation to succeed. This includes; understanding the impact of stress and pressure, recognising why people behave the way they do, knowing how to make 'key' decisions and to maximise one's performance. This is the key to human capital management.



Until recently the main approaches to assessing and developing human behaviour have been ability tests and personality questionnaires. However, by using the Emotional Intelligence model, it is possible to assess a person's ability to manage their personality and behaviour and hence their potential for success in different situations. In today's business environment what matters is not just a person's training or their expertise but their people skills and their ability to manage themselves and others.

Using the EBW System to Predict and Develop Potential

The EBW System assesses a person's Emotional Intelligence by measuring the key emotional behaviour clusters that affect a job or a team performance and a person's understanding of their emotions and behaviour at work.

A person who has good Emotional Intelligence is able to manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humour to build rapport in tense situations. These people will have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.



Outcomes and benefits from the EBW System

An EBW User's test results are compared against their peers (Directors, IT Graduates etc) allowing comparisons against success. A personalised report outlines a person's or team's Emotional Intelligence and highlights areas to explore or develop.

One can see instantly which emotions and behaviours are inhibitors and activators to effective leadership and team performance. The EBW model enables forward-looking organisations to access the power of emotions to create better leaders, more productive teams and team members.

Research shows that using Emotional Intelligence improves:

- Leadership capability
- Team effectiveness
- Assessing potential
- Supporting cultural change
- Coaching processes
- Recruitment and selection

Talk to your accredited EBW Facilitator today to find out more!