



Experts in Emotional Intelligence to Develop Individuals and Organizations

Our Mission

Dynamic educational, governmental, and nonprofit organizations are vital to society and effective leadership drives their success. **We help organizations identify and develop leaders, people, and programs to achieve superior results.**

Our Philosophy

- Working in partnership with the organization
- Customizing our work to fit the organization's culture and the challenges you face
- Establishing a reputation as fair, credible, and trustworthy
- Using **emotional intelligence concepts and research to ground our work**

Our Primary Services (read more in Services)

- Coaching
- Curriculum and Program Development
- Executive and Leader Selection
- Public Safety Promotions
- Training, Development and Certification

What is Emotional Intelligence (EI)?

The definition: Emotional Intelligence is “a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.” (*The EQ Edge*, p. 13)

Emotional Intelligence Skills

- **Self-Perception**
emotional self-awareness, self-regard, self-actualization
- **Self-Expression**
emotional expression, independence, assertiveness
- **Interpersonal Effectiveness**
interpersonal relationships, empathy, social responsibility
- **Decision Making**
problem solving, reality testing, impulse control
- **Stress Management**
stress tolerance, flexibility, optimism

The Research Case for Emotional Intelligence

- EI accounts for up to 45% of leadership effectiveness.
- EI accounts for an average of about 30% of workplace effectiveness *within* a career.
- The Emotional Quotient Inventory (EQ-i) can be used to predict workplace effectiveness across a variety of careers ranging from executives to teachers to police officers.
- Emotional intelligence can be learned; EI learning has improved the Return on Investment (ROI) and other measures of effectiveness for many organizations.

Stein, S. & Book, H. (2011). The EQ Edge: Emotional Intelligence and Your Success. Wiley: Ontario, Canada