

## LEVERAGING EMOTIONAL INTELLIGENCE



### Why the Workplace Needs Emotional Intelligence

The world is volatile, uncertain, complex and ambiguous...

**40%**

Average amount of time our Mind is wandering

**70%**

Amount of time leaders report being inattentive in meetings

**2%**

Amount of time leaders admit making for personal productivity decisions

EMOTIONAL INTELLIGENCE IS DEEMED A "MUST-HAVE" SKILL THAT...

**1** Improves the customer experience

**2** Enhances customer loyalty

**3** Increases customer advocacy

**4** Creates effective teams

### 5 TYPES OF EMOTIONAL INTELLIGENCE

**1** Self-awareness

**2** Self-regulation

**3** Motivation

**4** Empathy

**5** Social Skills/Leadership

## 3 BENEFITS OF EMOTIONAL INTELLIGENCE

**1**



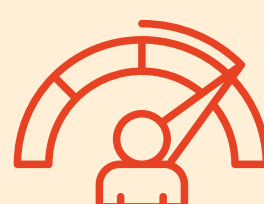
Happiness and Overall Wellbeing

**2**



Outstanding Leadership

**3**



Stellar Performance