

Workplace Emotional Intelligence Workshop

Leadership & Sales – September 26th, 2007

The commercial outcome achieved through previous Genos EI Leadership program:

- **30% increase** in Senior Manager's demonstration of EI as rated by others
- **11% improvement** in Senior Manager's leadership capability as rated by line manager, and
- **"Senior Managers are more collaborative in providing specialist financial advice,"** key stakeholder feedback.

The commercial outcome achieved through previous Genos EI Sales program:

- **25% improvement** in sales representatives demonstration of EI as rated by their direct manager
- **13% increase** in sales performance by the development group over the control group
- **Increased retention** of key sales employees, and
- **\$6 return for every dollar spent.**

What Is Workplace Emotional Intelligence?

Emotional Intelligence involves a set of skills that define how effectively people perceive, understand, reason with and manage their own and others' feelings. These skills are important at work, as emotions are an inherent part of workplace activities at all levels.

Why Emotions Matter In The Workplace

- ⇒ Productivity and performance
- ⇒ Interpersonal effectiveness
- ⇒ Leadership capability
- ⇒ Sales performance
- ⇒ Teamwork
- ⇒ Staff engagement

What's In It For You?

The specific outcomes from this workshop will be:

- ⇒ An understanding of Emotional Intelligence and how it could be applied more broadly into your organization
- ⇒ Gain skills around applying Emotional Intelligence in your role as a leader
- ⇒ Attain insight into how Emotional Intelligence applies in the sales environment
- ⇒ Gain an awareness of your own level of workplace emotional intelligence by completing a Genos Emotional Intelligence assessment
- ⇒ Learn four tools for enhancing your demonstration of workplace Emotional Intelligence within a leadership context
- ⇒ Prepare a personal action plan for enhancing your demonstration of workplace Emotional Intelligence

Who Should Attend?

Those most likely to be accountable for leadership and for the productivity of customer facing staff members.

- General Managers
- Sales Managers
- HR Managers