



KEYS TO SUCCESS

Organizational Development: *Building Emotional Intelligence*



Emotional Intelligence (EI) is self-awareness, social awareness and self-management. Think of it as social skills, such as listening with empathy and creating passion.

“When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotions.”

-Dale Carnegie

Today’s successful leaders take EI seriously.

By recognizing the importance of EI and its contributions to an organization’s success, leaders are seeing positive payoffs both internally and outside their companies.

Many studies have found that EI can be a more significant factor for successful performance than IQ.



Your Extended Success (YES) will work with your organization to realize these benefits:

- Understanding the principles of emotional intelligence and their application in the workplace;
- Identifying and analyzing the interpersonal and situational factors that create obstacles to achieving a high level of interpersonal effectiveness;
- Recognizing the connection between interaction with others and productivity and goal accomplishment;
- Learning and practicing the skills, tools and techniques that can improve interpersonal effectiveness and work climate;
- Assessing the effectiveness in redirecting behaviors/actions when dealing with difficult situations; and
- Strategizing for improving and strengthening work relationships.

YES has decades of experience working with clients to improve teamwork and interpersonal effectiveness. We look forward to working with you and helping you make a difference for your business!