

Developing Effective Leadership through Emotional Intelligence



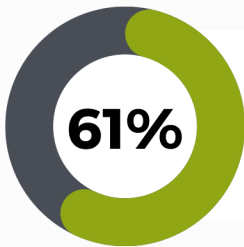
While a leader's subject matter expertise or technical skills might be seen as the driving factors of success, their ability to communicate, coach, provide feedback, empower, inspire, collaborate, and manage stress is also critically important. These skills are the root of emotional intelligence (EQ).

Having a high level of EQ enhances a leader's ability to interact effectively with others, be attuned to others' needs, and respond effectively to those needs.

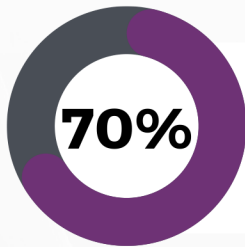
Most performance-related struggles are tied to and impacted by how well (or not) we interact with others - how we communicate, settle disagreements, handle stress, share feedback, and work together with others. Emotional Intelligence has been shown to account for 27-45% of job success.



WHAT CAN E.Q. DO FOR YOU?



61% of people with highly empathetic senior leaders report often or always being innovative at work compare to only 13% of people with less empathetic leaders



70% Managers' behaviors - such as communication and flexibility - account for up to 70% of variance in levels of employee engagement



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Teams headed by leaders with well-developed emotional intelligence **outperformed others by 15-20%** of yearly revenue targets. High EQ executives are more likely to head companies with higher profits



REVENUE

Employees who had managers with high scores on emotional intelligence were **4X less likely to leave** than those who worked with managers with low emotional intelligence



RETENTION

Executives who lacked emotional intelligence were **rarely rated as outstanding** in their performance reviews; and their teams **underperformed by an average of 20%**



PERFORMANCE



Understanding E.Q.



What is E.Q.?

Emotional Intelligence (EI, EQ) 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 effective and meaningful ways.



Why is E.Q. Important?

Business is – at its core – about leadership, teamwork, customer service, and sales. Each of these is driven by human interactions. While we're often told to "put our emotions aside" at work, the truth is we are NOT thinking beings who feel, but feeling beings who think. Our emotions – whether consciously or not, – show up in every interaction we have – including with ourselves.



How can E.Q. be applied at work?

While EQ is not the sole predictor of performance and development potential, it is proven to be a key indicator of change success and leadership performance. Emotional intelligence is not a static factor – unlike IQ it can change over time and be developed and coached to evolve.



Why assess Emotional Intelligence?

Through use of the EQ-i 2.0 assessment, businesses can measure each employee or leader's emotional intelligence and its impact on people and the workplace including Leadership Development or Selection, Organizational Development, Executive Coaching, and Team Building



What to expect?

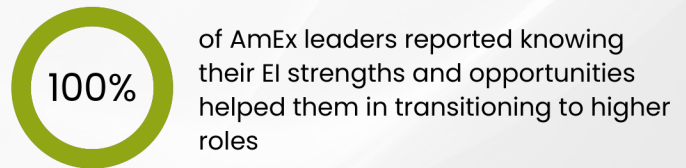
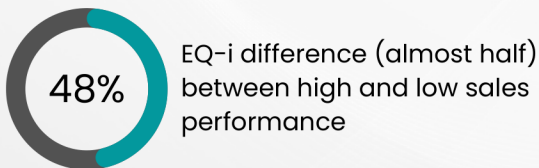
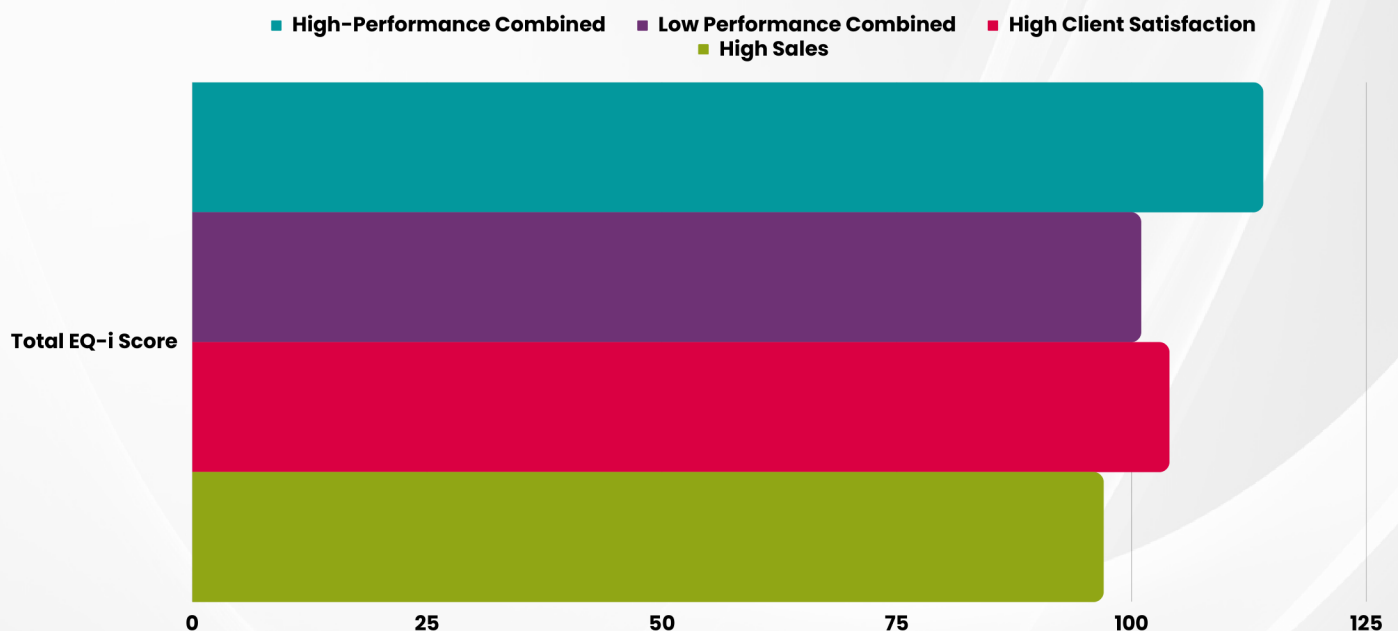
Participants will complete the EQ-i 2.0 online assessment (about 15–30 minutes). At the beginning of the workshop, they'll receive their ~27-page report with scores in the 5 main areas of EQ: Self-Perception, Self-Expression, Interpersonal Relationships, Decision Making, and Stress Management. During the workshop, we will review each area and its leadership impacts. Participants will build their own EQ action plan to leverage strengths and identify growth opportunities.



The R.O.I of E.I. (AmEx)

The EQ-i is the first scientifically-validated Emotional Intelligence assessment in the world. But you may still be asking, "does it work?" And, more importantly, "will the EQ-i really make a difference for my leaders?"

Below is a case study conducted for American Express (2007, 2008) to predict the key characteristics associated with top performers. In addition to completing the EQ-i assessment, MHS measured the performance of sales associates in customer satisfaction and sales. Those who scored the highest on BOTH metrics had the highest EQ-i scores.



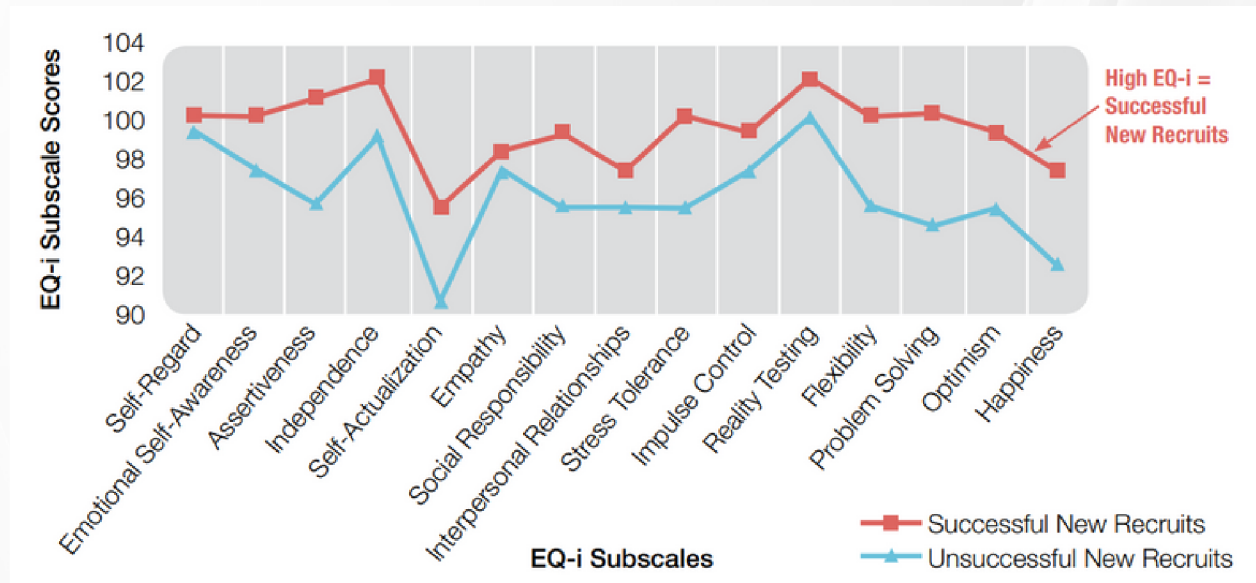
Using EQ-i as a training, coaching, and leadership tool can lead to:

- Higher Sales
- Higher Customer Satisfaction
- Better Performance
- Smoother leadership role transitions = reduced training costs

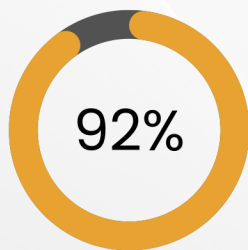


The R.O.I of E.I. (USAF)

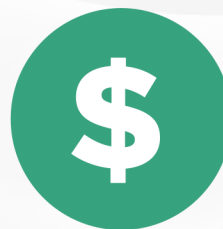
In 1995, US Air Force recruiters were suffering from high rates of first-year turnover. They used the EQ-i assessment to evaluate the differences between successful and unsuccessful recruiters. There was notable score contrasts in several key areas, such as Assertiveness, Self-Actualization, Stress Tolerance, Flexibility, Problem Solving, and Happiness & Well-Being.



Based on these findings, the USAF developed a pre-employment screening process that resulted in:



92% Increase in Recruiter retention



\$2.7 million savings in training costs (Gourville, 2000; Handley, 1997).

Using EQ-i as part of employee selection and leadership evaluation, the USAF was able to:

- o Significantly reduce training costs
- o Decrease attrition
- o Increase productivity (Congressional sub-committee report where they stated USAF Recruiters were 2X more productive than all other branches of the armed forces)



EQ-i 2.0 Assessments



LEADERSHIP REPORT

This self-report is best used when assessing leaders within your organization.

While the questions asked are the same as what's included on the Workplace Report, the Leadership Report includes an Executive Summary that highlights the leader's highest and lowest-scoring EI subscales. This report includes feedback across four key leadership dimensions: Authenticity, Coaching, Insight, and Innovation along with leadership impacts and potential derailers.



LEADERSHIP EQ 360

The EQ 360 assessment and report provide an in-depth analysis of a leader's performance perception through both self and other raters' feedback.

This report allows unlimited raters across multiple roles and interaction types (Managers, Peers, Direct Reports, Friends and Family). The rater responses are compared with those completed by the leader to provide a 360-degree view of their effectiveness including blind spots/gaps, allied strengths, and development opportunities.



WORKPLACE REPORT

This self-report is the foundational assessment which all others are based upon.

The Workplace Assessment is best used for coaching and development of non-management employees. It focuses on the impact of emotional intelligence at work, provides a clear understanding of strengths and weaknesses, and offers suggestions for working more effectively in their role, with colleagues, supervisors, and clients.

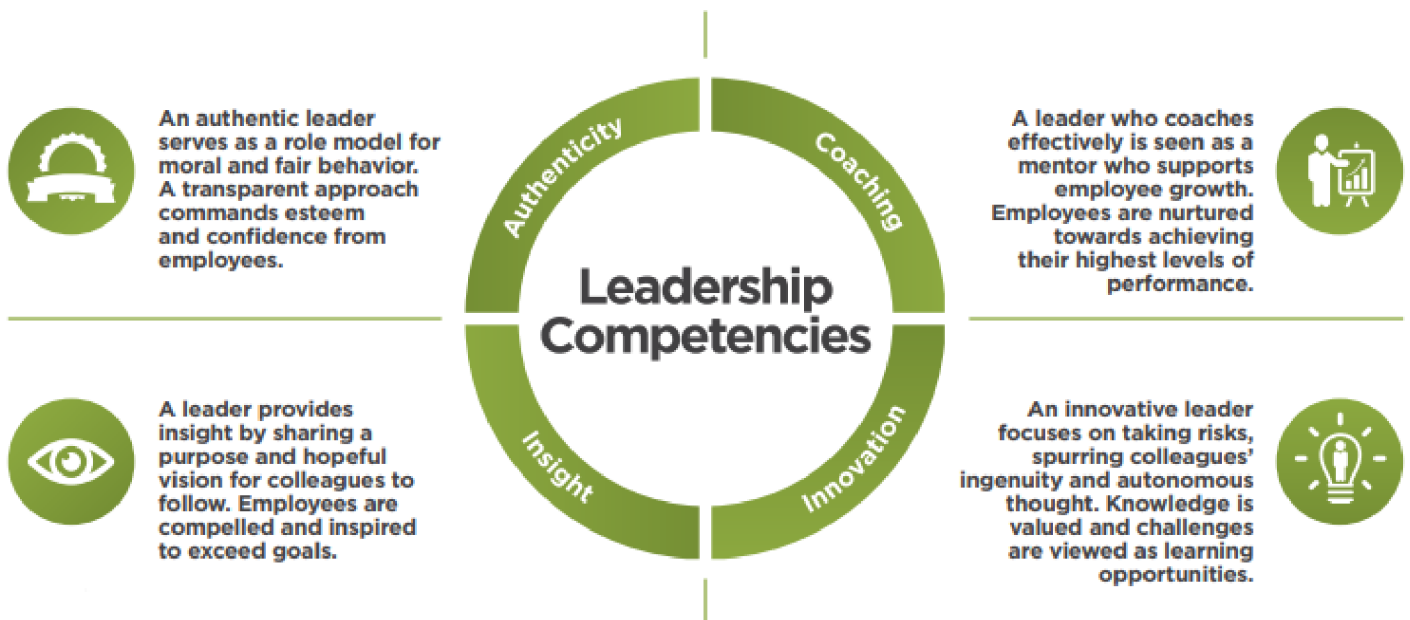


GROUP REPORT

The Group Report provides an analysis and comparison between individual scores and the average of an identified group (such as a Team).

Each member of the group completes and receives their own assessment, along with the group report identifying how close or far apart each member's score is from the group's average. This comparison can help identify EI patterns, group strengths, as well as how each skill may impact their work environment and further development for Team/group excellence.

MHS' EQ-i 2.0 LEADERSHIP MODEL

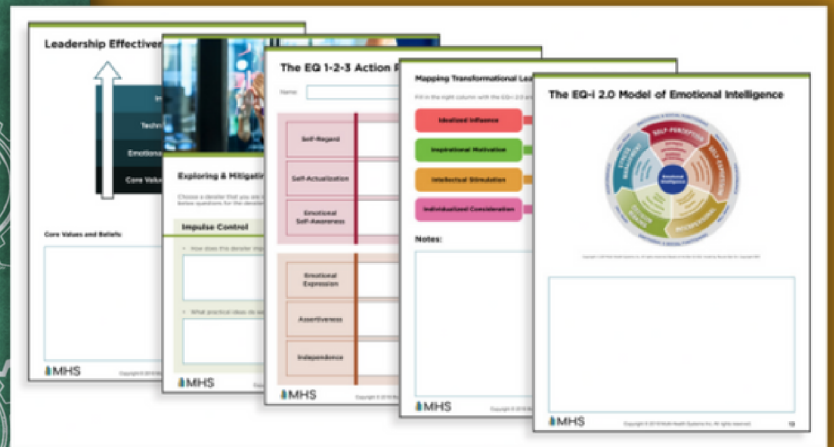




Emotionally Effective
Leader Workshop

Workshop Overview

The Emotionally Effective Leader Workshop is an interactive program that directly connects and provides guidance on how to leverage emotional intelligence for effective leadership.



During this program, participants will increase their understanding of how EI behaviors map to creating transformational leadership. Attendees will identify their EI strengths, along with opportunities for growth based on their custom Leadership report.

Leaders will walk away with realistic action plans toward becoming more emotionally effective leaders, coaches, mentors, and allies to their peers, colleagues, teams, and clients.



Fee for Services

The fee for service is a flat fee (vs per hour) and includes all expenses, including travel, administrative, logistical, and communication. No additional amount will be due.

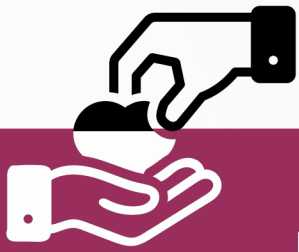
If, after travel has been booked, changes are necessary - and where a change or cancellation fee is assessed by the travel entity - you will be notified promptly.

Service	Fee
EQ-i 2.0 Workplace Assessment	\$ 497 pp
EQ-i 2.0 Leadership Assessment	\$ 597 pp
EQ-i 360 Leadership Assessment*	\$ 997 pp
EQ-i 2.0 Group Report (up to 20 ppl)**	\$ 847 per group
Half or Full Day On-Site Workshop <i>(includes Travel)</i>	Based on content & resources

**360 Assessment includes individual Leadership Assessment. Only one assessment is needed per participant. Choose whichever option is appropriate.*

*** The Group Report is in addition to the individual report. One Group report can include up to 20 individual reports in the results.*





A Virtuous Cycle of Giving

Painted Porch Strategies was created to model the Stoic principles of *Reason, Logic, Purpose, and Virtue*. When a company has a strong, virtuous, and noble purpose, its systems, processes, and people align to do great, fulfilling, and meaningful work.

Since we intend to always *'practice what we preach,'* we believe that to do well, we must also do good. That's why **five percent (5%) of the fee you pay will be donated to the charitable organization of your choosing in your company's name.**





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