



THE EI EVOLUTION

BOLD EXPERIENCES TO GROW EMOTIONAL INTELLIGENCE

Consultancy • Coaching • Courses



'WHY?'

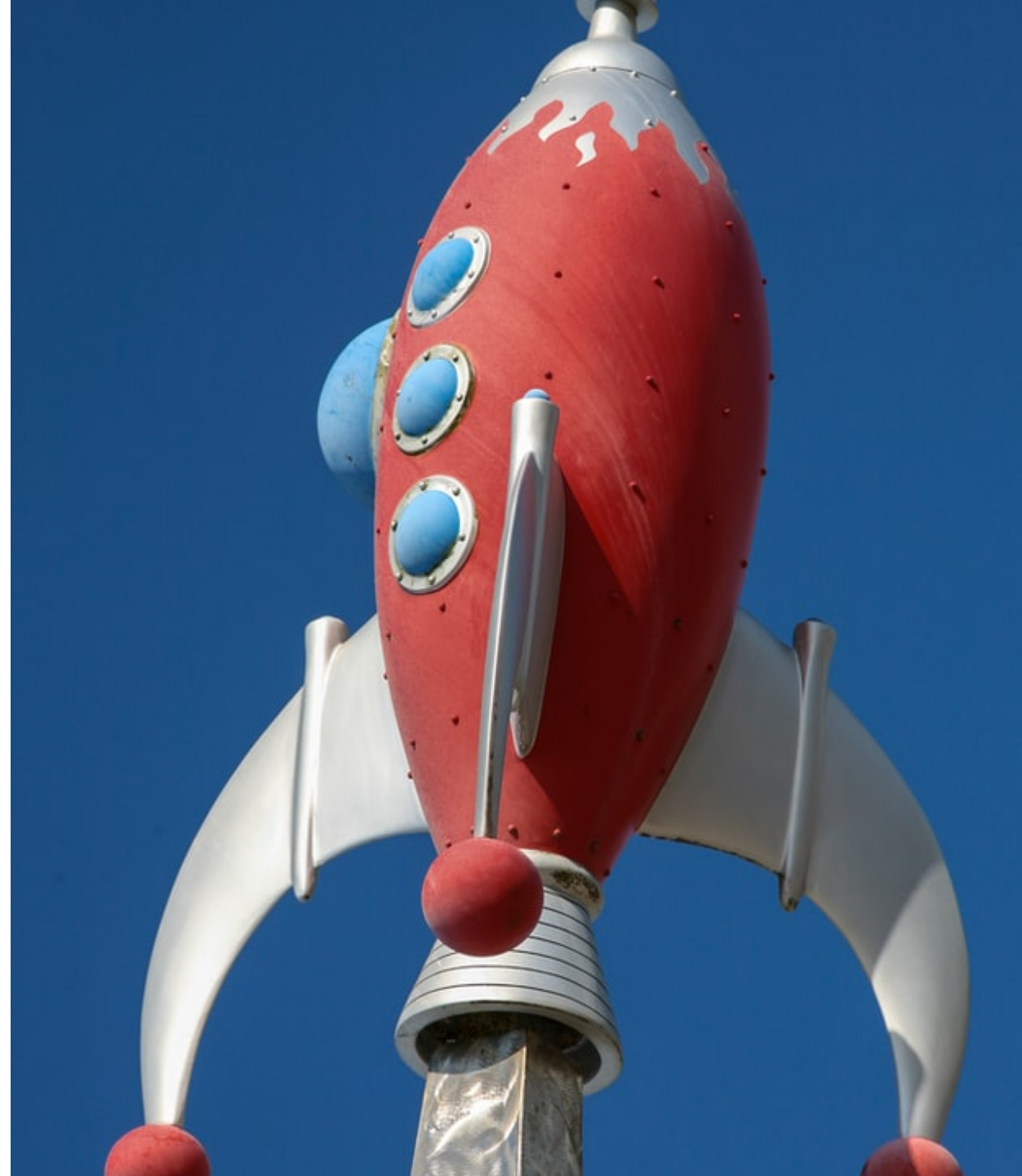


Increased sales: \$91,370

Improve business performance: Formal grievances down from 15 to 3 per year

Exceeded productivity goals by \$250,000.

Propelling careers: at least two promotions.



Soft skills, hard cash.....

8% increase in hourly rate
premiums, 33% higher profits
per partner equivalent and
39% higher client retention



People who are:

- are more **productive**;
- get to keep **more** clients;
- build strong relationships by being **effective listeners** and **communicators**, both **verbally and nonverbally**;
- in better **physical** and **mental** health

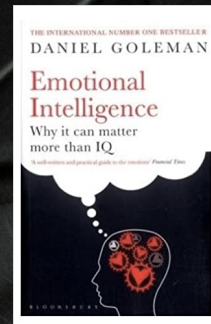
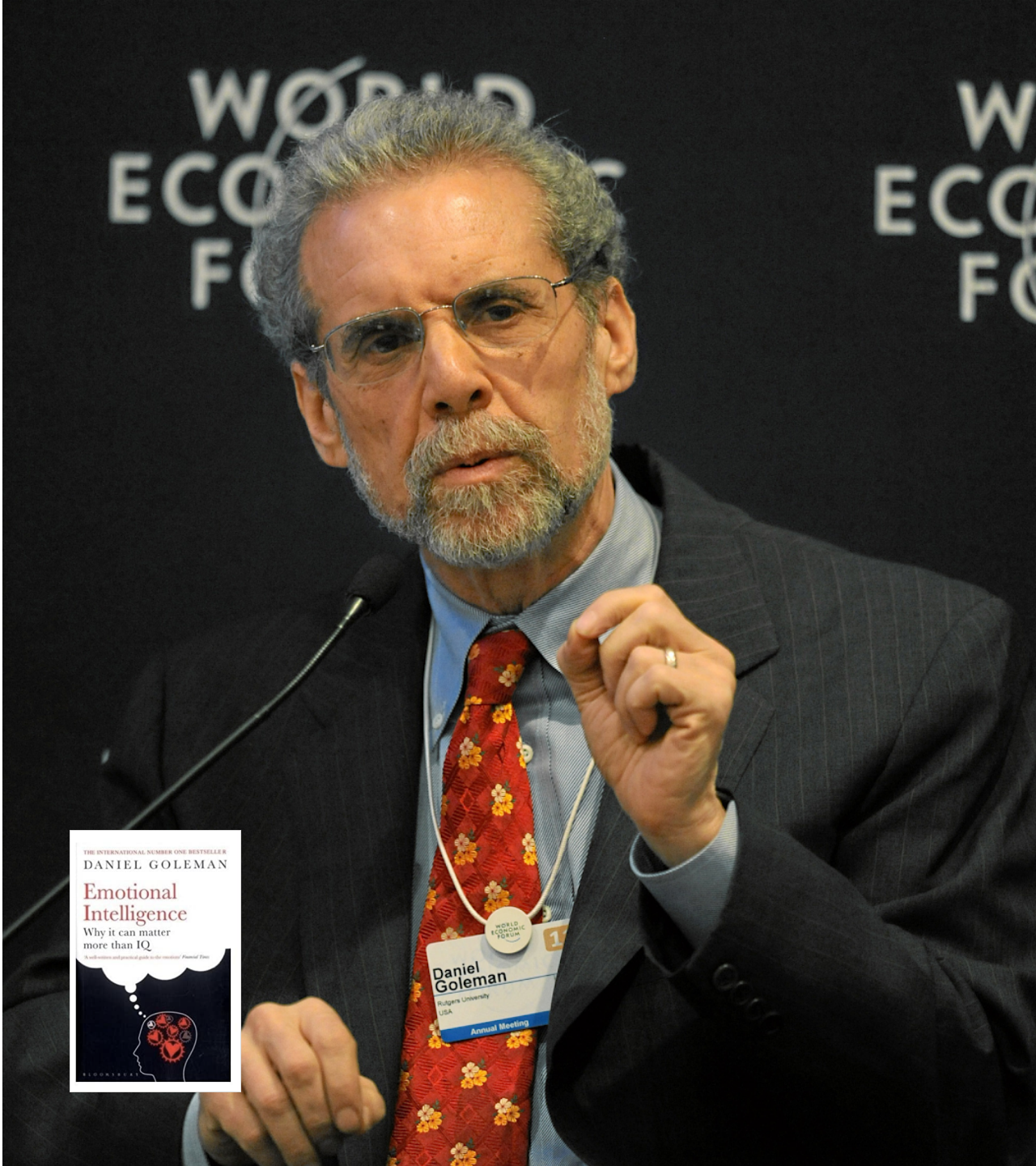


'POWER SKILLS'



Emotional Intelligence

Emotional intelligence is your ability to **recognise** and **understand** emotions in **yourself and others**. It's your ability to **manage** your behaviour and relationships.



Emotional Intelligence Domains and Competencies

| SELF-AWARENESS | SELF-MANAGEMENT | SOCIAL AWARENESS | RELATIONSHIP MANAGEMENT |
|--------------------------|-------------------------|--------------------------|--------------------------|
| Emotional self-awareness | Emotional balance | Empathy | Influence |
| | Adaptability | | Coach and mentor |
| | Achievement orientation | Organizational awareness | Conflict management |
| | Positive outlook | | Teamwork |
| | | | Inspirational leadership |

'People won't remember what you did, they won't remember what you said, but they will remember how you made them feel.'

Evans, 1984.



Small steps – for you

- Recognise the emotions in yourself
- No such thing as a ‘good’ or ‘bad’ emotion
- Practice breathing





- **Take a 'mindful walk'** – notice the sounds around you. When your mind wanders, return to your focus without judgement.
- **Consider silence for 5 minutes a day if you can.** Silence restores the nervous system and conditions the mind to be more adaptive. It's also associated with the development of new cells in the hippocampus.

<https://hbr-org.cdn.ampproject.org/c/s/hbr.org/amp/2017/03/the-busier-you-are-the-more-you-need-quiet-time>

You are not at the mercy of your emotions

Respond rather than react

Focus on what you can influence

Be curious about the emotions that rise in you

Keep a journal

Try 5 mins silence if you can

Let's go to the polls

Thank you...

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