EMOTIONAL INTELLIGENCE
Emotions Drive People. People Drive Performance.

WHAT SETS SUPERIOR PERFORMERS APART?

EQ has 2x the power of IQ to predict performance and is a better predictor than employee skill, knowledge, or expertise.

Emotionally Intelligent Competencies (EQ) vs. Cognitively Intelligent Competencies (IQ)

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<th>EQ</th>
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<td>44%</td>
<td>19%</td>
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Achievement, Cooperation, Empathy, Flexibility, Impact, Influence, Motivation, Teamwork

Analytical thinking, Conceptual thinking, Information seeking

RESTAURANT MANAGERs WITH HIGHER EQ CREATE:

- Greater annual profit growth
- Increased guest satisfaction
- Higher employee retention

WORKPLACE PRODUCTIVITY

28% of productivity is predicted by the presence of useful feedback, choice in work, seeing the value of the work, and having a positive climate.

LEADERSHIP & MANAGEMENT EFFECTIVENESS

EQ Skills → Mood → Job Satisfaction → Retention & Performance

A LEADER’S POSITIVE MOOD INFLUENCES THE TEAM’S MOOD

THE TEAM’S MOOD DRIVES PERFORMANCE

97% of employees surveyed said they could increase productivity by 50% or more when working for someone who demonstrated a positive mood in the workplace

SALES - WHAT’S IT WORTH?

Salespeople who are positive, happy, and who perceive the “best” in situations with low levels of anger, negativity, and the like will obtain the highest performance levels.

Companies investing in emotional intelligence training outsell their competition:

- Sanofi-Aventis over $24 million annually
- L’Oreal over $2.5 million annually
- MetLife 37% higher annually

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Sales - What’s it Worth?

319.855.2237
KelleyAshbyConsulting.com
kelley@kelleyashbyconsulting.com
**ABSENTEEISM AND TURNOVER**

A hospital with turnover of 28% implemented an emotional competence and stress reduction program and cut turnover by saving $800,000 in less than one year!

80% among trainees
50% among all staff

People don’t leave companies. They leave leaders.

—Richard Leider

**EMPLOYEE ENGAGEMENT**

At three plants at Amadori, a major McDonald’s supplier in Italy, the level of employee engagement was directly correlated with the plant performance and 76% of the variation in employee engagement was predicted by managers’ EQ scores.

**CUSTOMER RETENTION**

Studies conducted to learn why customers left vendors showed that 70% of the reasons were related to emotional and relationship factors.

In the public-sector, those with HIGHER emotional intelligence found it easier to handle the perception of organizational politics and had LOWER absentee rates.

**WORKPLACE CHALLENGES**

89% of managers identified EQ as “highly important” or “essential” to meeting their organizations’ top challenges: people problems.

**RETURN ON INVESTMENT**

Sanofi-Aventis pharmaceutical company made $6 for every $1 they invested in the emotional intelligence training they provided their salespeople, who increased their EQ by an average of 18%.

**EMOTIONALLY INTELLIGENT LEADERS ENGAGE AND INFLUENCE MORE EFFECTIVELY!**

Amadori had a 63% reduction in turnover.

PepsiCo saved $4 million by experiencing an 87% decrease in executive turnover.

Formal grievances were reduced from an average of 15/year to 3/year, and the plant exceeded productivity goals by $250,000 after the supervisors received training in emotional competencies.

**EMPLOYEE SELECTION**

The US Air Force saved $190 million by selecting Pararescue Jumper candidates based on certain emotional intelligence skills and then successfully retaining them through to completion of the extremely demanding training course.

For sales representatives at a computer company, those hired based on their emotional competence were 90% more likely to finish their training than those hired on other criteria.

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