

# HOW EQ IMPACTS THE COMPANY

Improving individual EQ can impact organizational ROI (return on investment) on three levels, each of which are intricately linked to and significantly impacts the other two:

- **Organizational ROI** - promotes individual creativity, responsibility and accountability, resulting in increased innovation and sales/productivity, peak customer service, and happy employees.
- **Group / Team / Dept ROI** - Increased innovation and productivity resulting from exceptional communications, positive dynamics, group flexibility, stability, accountability and synergy.
- **Individual ROI** - Individuals who are self-aware and hold themselves accountable for their results and the results of their teams. People who are committed to bettering their environment, improving their outcomes and doing whatever it takes to get the job done, in the most efficient, effective manner.

Although the individual can't be separated from the team and the team is critical to the organization, any increase in ROI begins with an increase in individual self-awareness.

When the individual becomes conscious of the reasons they, the team or the organization is achieving certain results, they can begin to shift the way they approach their work. When individual performance goes up, group/team results improve, and the organization reaps the benefits of increased productivity.

Leaders with high EQ's impact all three levels in the following ways:

<b>ORGANIZATIONAL ROI</b>	<b>STRONG CULTURE</b>	<b>STRONG LEADERSHIP</b>	<b>INCREASED INNOVATION</b>	<b>INCREASED PRODUCTIVITY</b>
	Supports success	Confidence in organization	New ideas faster	Doing more for less
	<b>HAPPY EMPLOYEES</b>	<b>PEAK CUSTOMER SERVICE</b>	<b>INCREASED SALES</b>	<b>EFFECTIVE COMMUNICATIONS</b>
	Lower turnover & HR costs	A commitment to serve all	With new and existing clients	Minimize mis-communication
				

<b>GROUP/TEAM ROI</b>	Reduced Gossip	Able to manage growth & change	Strong bond	Effective communication
	Lower Drama	Stability	Willingness to be part of team	
	Improved communications	Accountability	Embrace diversity	
	Positive group dynamics	Increased Creativity	Service-centric	
			Fewer political challenges	Increased synergy



<b>INDIVIDUAL ROI</b>	<b>SELF AWARENESS</b>	<b>SELF REGULATION</b>	<b>SOCIAL AWARENESS</b>	<b>SOCIAL SKILLS</b>
	EMOTIONAL AWARENESS	SELF-CONTROL	EMPATHY	INFLUENCE COMMUNICATION
	ACCURATE SELF-ASSESSMENT	TRUST WORTHINESS	SERVICE ORIENTATION	LEADERSHIP
	SELF-CONFIDENCE	CONSCIENTIOUSNESS	DEVELOP OTHERS	CHANGE CATALYST
		ADAPTABILITY	LEVERAGE DIVERSITY	CONFLICT MANAGEMENT
		INNOVATIVENESS	POLITICAL AWARENESS	BUILDING BONDS
			COLLABORATION /TEAM	
	Recognizing emotions and their effects on others	Maintaining integrity while managing emotions and impulses	Understanding and empathizing with needs of others to support their success	Influencing others positively through clear, effective communication
		Confident in knowing strengths and limits		