

EMOTIONAL INTELLIGENCE



Good relationships and effective coping strategies are the key to our success in both our personal lives and our ability as managers to bring out the best in our employees.

Emotional Intelligence (EI) and the measurement of our Emotional Quotient (EQ) is concerned with the degree to which we understand ourselves and others, how we relate to others, and how effective we are at adapting and coping with our immediate surroundings.

Our clients often bring us issues, which are less to do with budgets and strategy and more to do with the results of poor communication, people's inability to understand how others function, and a lack of realisation of the impact of individual actions.

To help our clients better understand and work with these issues; we use the Bar-on Emotional Quotient Inventory (EQi). The EQi has been developed by Dr Reuven Baron based on over 20 years research. It is the most widely used measure of Emotional Intelligence and can be used in a range of business applications:

- **Leadership Development**
- **Selection and Retention**
- **Executive Coaching**
- **To Profile 'Star Performers'**
- **Building High Performance Teams**

The West 4 approach:

- We provide a range of services based on the results of participants completing the Bar-on EQi
- All participants are fully briefed before completing the inventory
- An individual, confidential report is produced for each participant
- Feedback is always given in a none to one confidential meeting with our consultant
- Areas for enhancement are sensitively explored and development plans are drawn up
- Where a group or team completes the EQi the group results may be shared and a team development programme implemented.