

Developing effective leaders through emotional intelligence

While a leader's subject matter expertise or technical skills might be seen as the driving factor of success, a leader's ability to communicate, coach, provide feedback, empower, inspire, collaborate, and manage stress is also critically important.

These skills are the root of emotional intelligence and having a high level of emotional intelligence enhances a leader's ability to interact effectively with others, be attuned to others' needs, and respond effectively to those needs.



61%

of people with highly empathic senior leaders report often or always being innovative at work compared to only 13% of people with less empathic senior leaders



70%

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



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How does emotional intelligence in leaders affect an organization's bottom line?

Having leaders with low Emotional Intelligence is costly for organizations.

Revenue

Teams headed by leaders with well-developed emotional intelligence outperformed other teams by 15-20% on yearly revenue targets. Executives who possess higher Empathy, Self-Regard, Reality Testing, and Problem Solving are more likely to head companies earning high profits.

Retention

Employees who had managers with high EI were four times less likely to leave than those who worked with managers who had low EI.

Performance

Executives who lacked emotional intelligence were rarely rated as outstanding in their performance reviews and their teams under performed by an average of 20%.