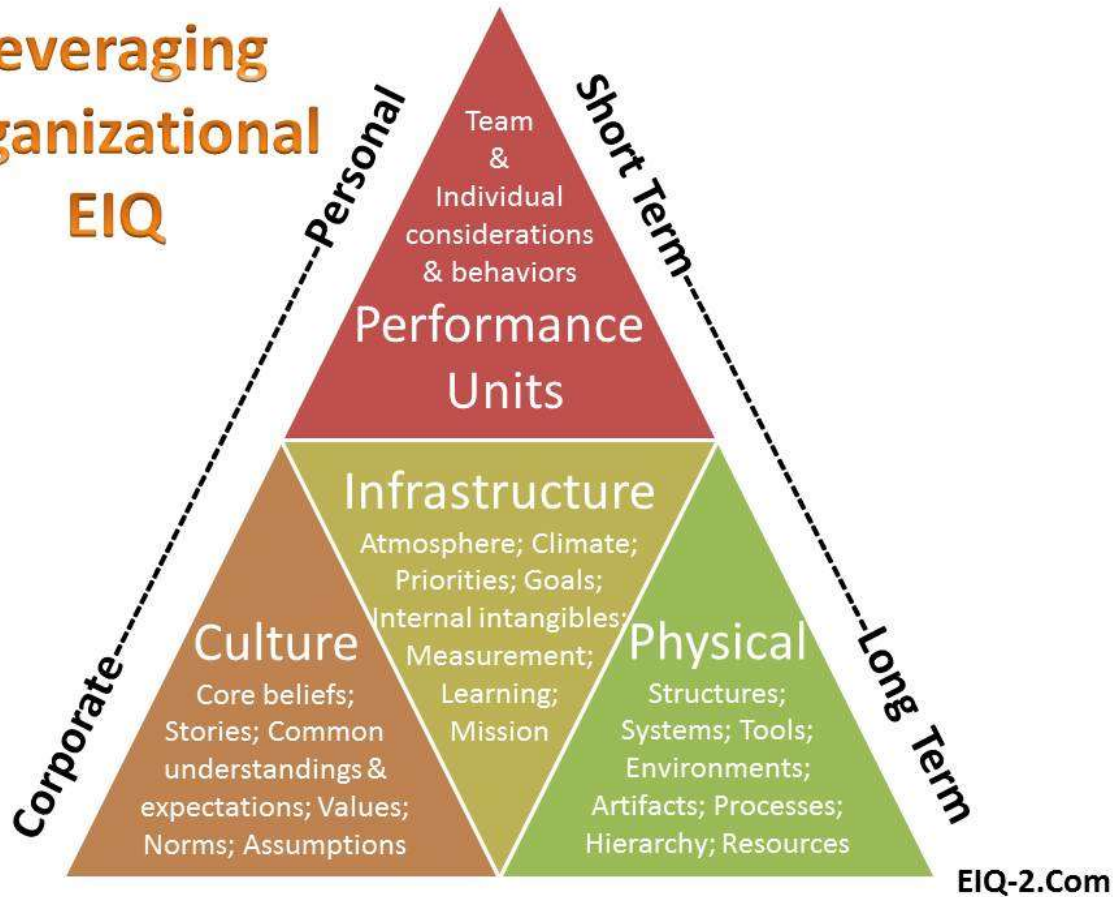




EQ-2 Emotional Intelligence & Corporate Culture

Leveraging Organizational EQ



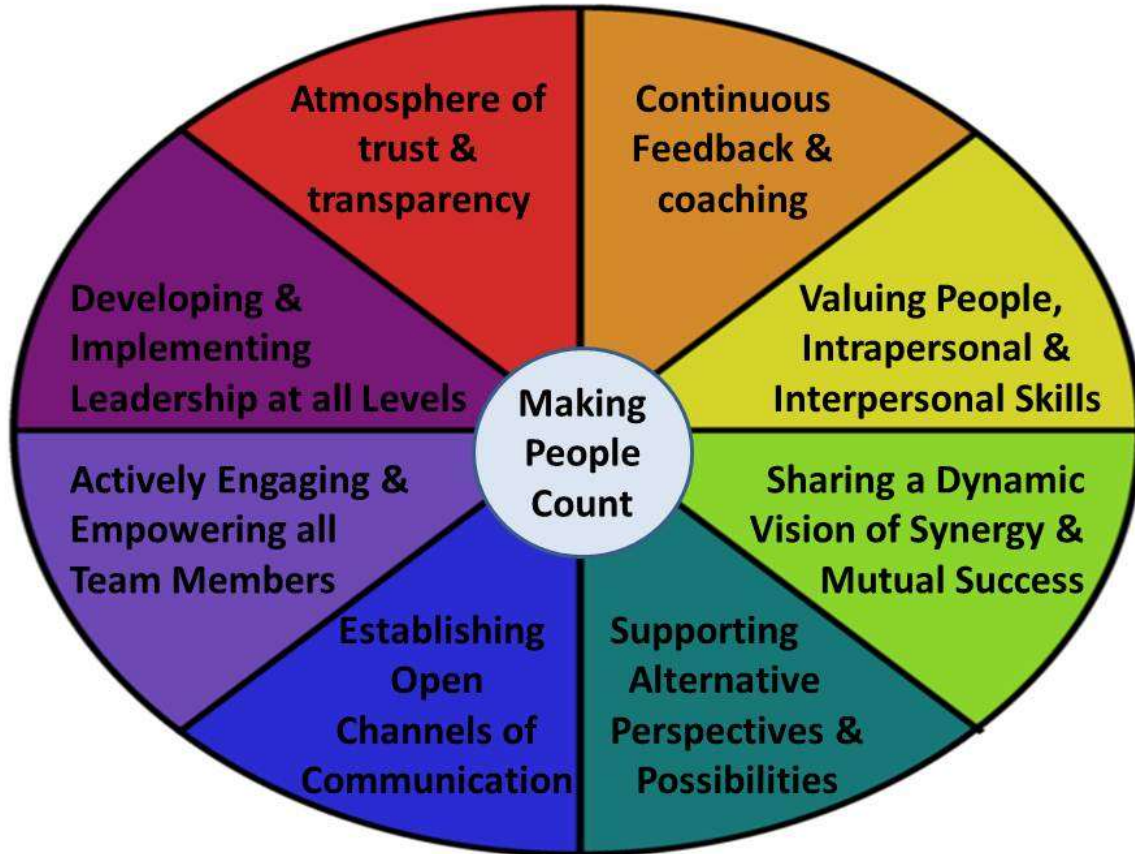
“Don’t take this personally, it’s just business.” “Leave your personal problems at home.” “We need a higher level of professionalism.” Heard these where you work? There’s an air in many organizations that the workplace has no room for emotions; things should be professional and not personal. It promotes a cold, sterile environment where peak performance is entirely mechanical. Unfortunately, that’s neither where most people work nor where they want to work. It describes a dis-engaged, compartmentalized environment with no feeling. A workplace that does not take feelings into account is ineffective and uninviting.

A powerful culture leverages relationships. It is based on a powerful interpersonal dynamic that continuously generates engagement, excitement and energy. Feelings and emotional connection leverage the talents of everyone for optimal results. Organizations typically pay between 40 to 60% of their expenses in payroll. With that level of investment, it is essential to have an engaged team that contributes their utmost. It stands to reason that employees will do their best in a supportive, positive culture. Negatives need be minimized.



Regrettably, for many organizations, there is a culture of stress, tension and fear. Jobs are tenuous. Motivation is low. In this atmosphere, negatives are magnified. Employees are focused on avoiding mistakes. Negative cultures are doomed. They preach that the focus is on professionalism but it's really on isolation and self-preservation.

There are some basic characteristics that smart organizations share. They are focused, fun, engaged, and responsive. They connect with people both personally and professionally. An organization with a culture of emotional engagement has a powerful advantage.



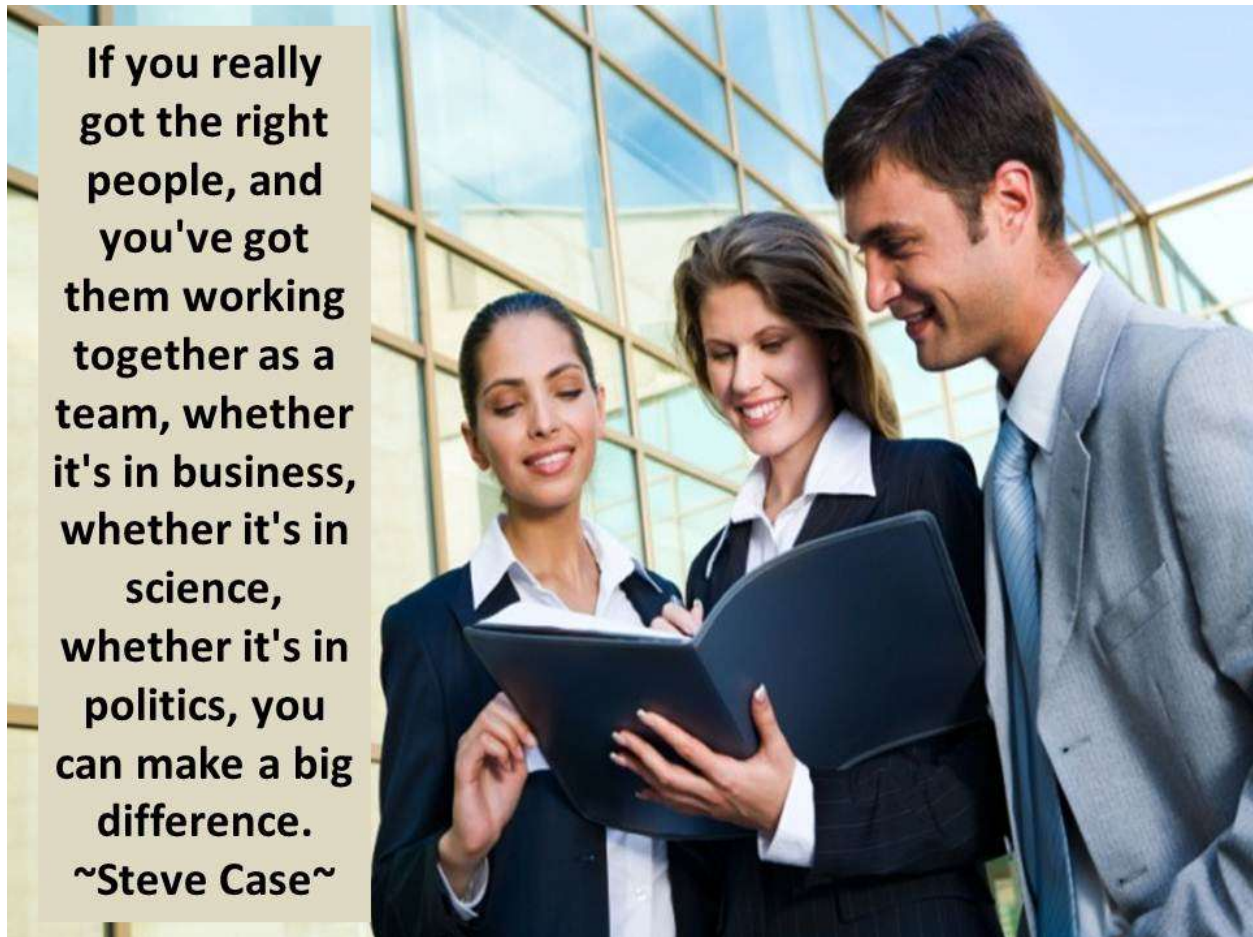
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Many organizations believe that having 'nice' people or 'good' leaders automatically creates a positive culture. While these ingredients certainly help, success lies in a deliberate plan that is continuously implemented and refined. The emotionally intelligent organization has emotionally intelligent people working in empowered teams in a culture and environment that prioritize being a smart organization. People need to have communication and relationships at all levels. They need to count.

The Smart Organization is a deliberate result of organizational planning and design. It uses the **SCORE** method to translate the vision into a reality.

- **Shared:** communication, values, meaning, history, power, rewards....
- **Compelling:** vision, mission, purpose, sense of direction...

- **Ongoing:** continuous learning, improvement, challenges, relationships, success....
- **Relentless:** tenacious mission, consistent messages, will to succeed, ingrained....
- **Energized:** enthusiastic, experienced, empowered, excited, fun....



Organizations can't overestimate the importance of an engaged, fun, emotionally intelligent culture. This is a sustainable competitive advantage that wins.

Show me the business man or institution not guided by sentiment and service, by the idea that "he profits most who serves best," and I will show you a man or an outfit that is dead or dying. -B. F. Harris

At the heart of all outstanding businesses is a culture that promotes productivity and quality by honoring people and creating trusting relationships at all levels of the company. -Adele B. Lyn

There is no better investment that companies can make than in the education and development of their own people. -Tony Robbins

What are you doing to create a Smart Organization?

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