



Emotional Intelligence

**The Essential Skill of
the Future Workplace**

IHHP Research 2019

Emotional Intelligence (EI) is Crucial for the Future Workplace

The future workplace is changing to make the skill of Emotional Intelligence essential in 2020 and beyond.

While AI and automation take over routine mental and physical tasks, EI is becoming the key differentiator in achieving excellence in individual engagement, product innovation and customer experiences.

Forward-thinking organizations are cultivating this skill in their employees to strengthen the relationships they have with their employees and their customers.

EI drives a culture of greater human connection.



What is Emotional Intelligence?



definition

e·mo·tion·al in·tel·li·gence

Noun

EI or EQ is the ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others

Good to know!

Emotional Intelligence is a set of abilities that can be Measured, Learned, Practiced and Mastered.



The Importance of Emotional Intelligence Continues to Rise

Emotional Intelligence is an Essential Skill in Today's Economy

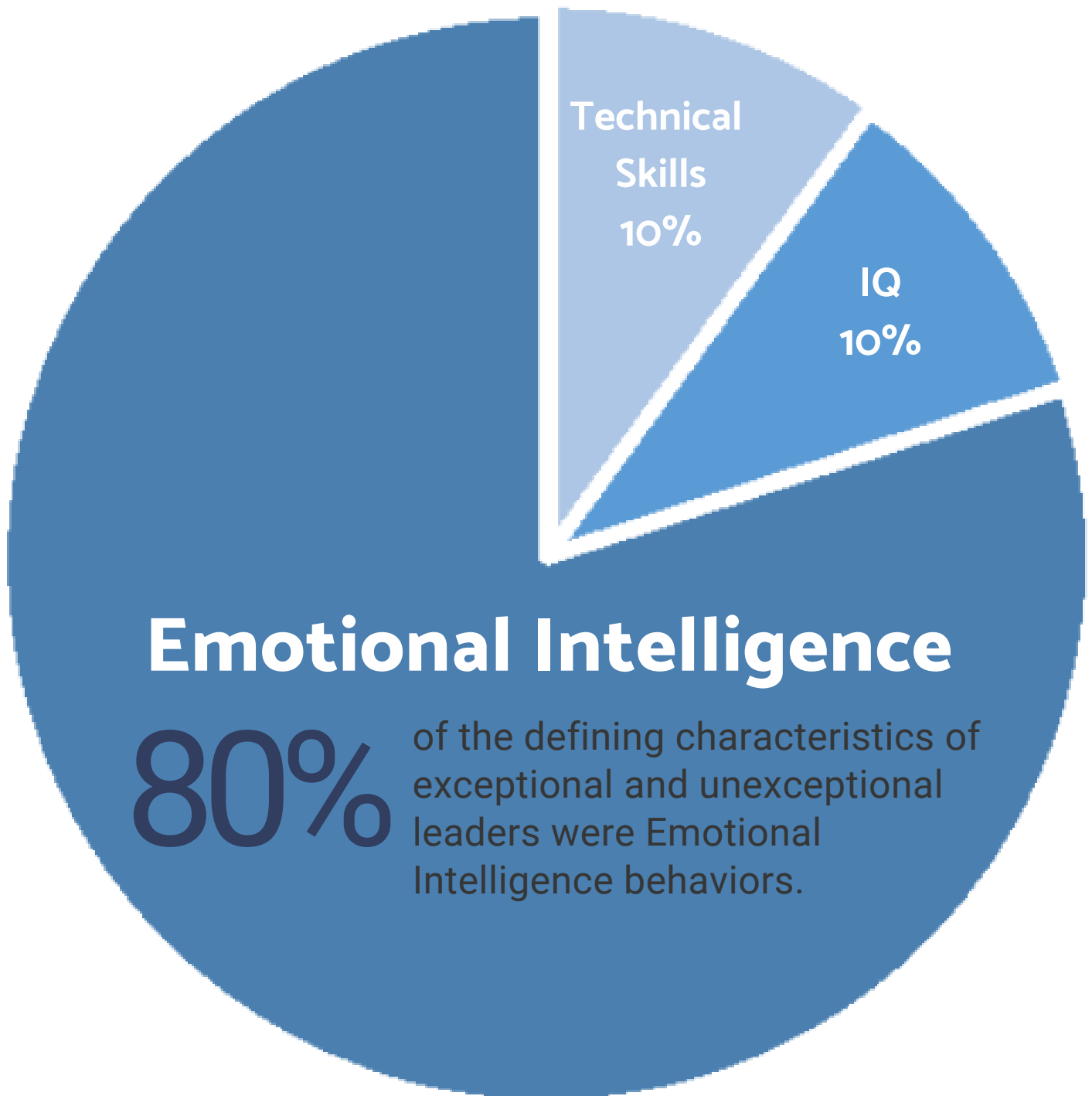
Top 10 skills in the 2020's

1. Complex problem solving
2. Critical thinking
3. Creativity
4. People management
5. Coordinating with others
6. **Emotional intelligence**
7. Judgment & decision making
8. Service orientation
9. Negotiation
10. Cognitive flexibility

"The 10 Skills You Need to Thrive in the Fourth Industrial Revolution" - World Economic Forum

The World Economic Forum has added **Emotional Intelligence** as one of the Top 10 skills needed for success in the 2020's.

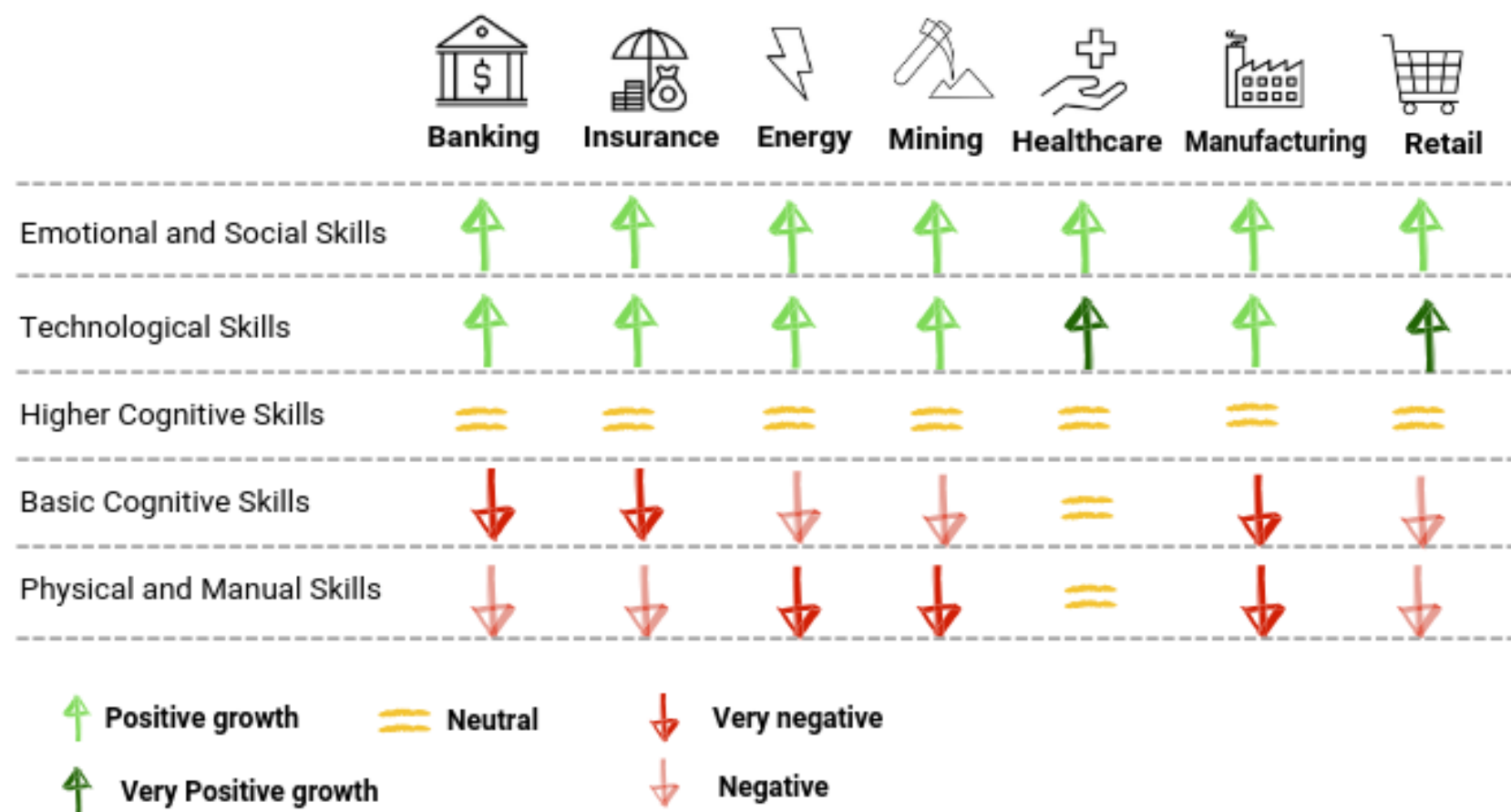
What Distinguishes Exceptional Leaders?



Source: Institute for Health and Human Potential, "What we've learned from twenty years of asking people about exceptional leaders", 2019, p.1.

Emotional and Social Skills are on the Rise in All Industries

Emotional, social and technological skills are the only skills that are on the rise across all major industries.

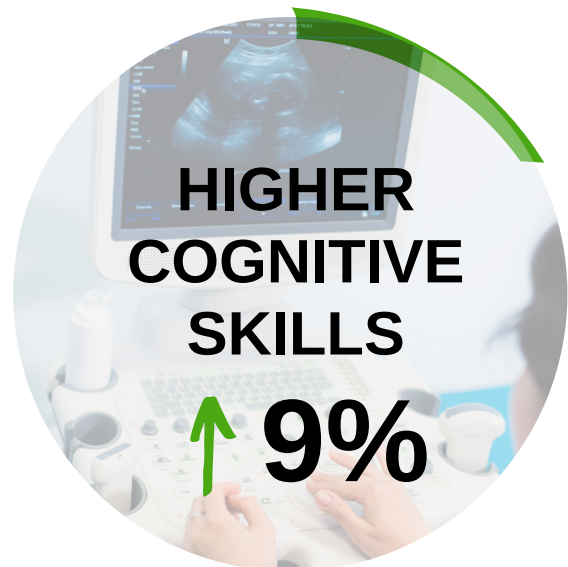


Source: McKinsey Global Institute, "Skill Shift, Automation and the Future of the Workforce", 2018, p. 20. Based on McKinsey Global Institute workforce skills model; McKinsey Global Institute Analysis. U.S. Bureau of Labour Statistics.

Emotional and Social Skills Continue to Grow

Hours applying emotional and social skills have been growing faster than cognitive and physical skills since 2002 and are forecast to grow at an even faster rate between now and 2030.

Meanwhile, basic cognitive skills and physical/manual skills are declining in hours worked.



Source: Ibid

EI Skills Will Be in Demand Across All Levels

Organizations with high Emotional Intelligence have higher employee engagement and retention, and are better able to **adapt to change**.



EI: The Skill Needed to Reach Your Full Potential

Reaching your full potential requires mastering the competencies of EI



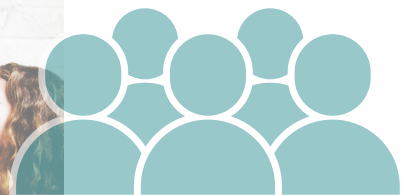
The Personal Benefits of Emotional Intelligence

- ✓ **Self awareness and self management**
- ✓ **Resilience when navigating change**
- ✓ **Build stronger relationships**
- ✓ **Better understand colleagues**
- ✓ **Find confidence and courage to confront challenges**
- ✓ **Reduce time and energy spent on conflict**



The Organizational Benefits of Emotional Intelligence

- ✓ Greater success with organizational transformation efforts
- ✓ Higher employee engagement & retention
- ✓ Increased employee commitment
- ✓ Greater discretionary effort
- ✓ Greater capacity to navigate change
- ✓ Greater collaboration
- ✓ Strategic advantage of highly engaged teams & individuals



Establish Your Competitive Advantage

Four steps to leverage the strategic advantage of organization-wide EI

1. It Has to Start at the Top

An organization's competitive advantage from the skills of EI requires that it be led by exceptional leaders who create an EI competency action plan, and then build and consistently practice the identified skills. Leaders set the tone by role modeling emotionally intelligent interactions, facilitating the development of these skills in their team members, and integrating a common language of EI in support of individuals and working groups becoming more resilient and reaching their potential.

2. Assess for Gaps

Assess your organization's current level of EI skills. Does your organization have a culture of honest and open conversation? Do your employees demonstrate agility and resilience when facing change? Are individuals across your organization working collaboratively to achieve objectives? Use our Organizational Assessment to see where your organization sits.

3. Across the Organization

Developing the skills of Emotional Intelligence is not just a requirement for leaders; all team members must develop these essential skills to bring your organization's culture and values to life, and perform at a consistently high level every day.

4. EI is a Skill That Can Be Learned and Mastered

To build and strengthen Emotional Intelligence skills and put them into practice, individuals must have access to the assessments, training, coaching and tools required to learn and master the skills through building a daily practice. Training can be done individually or in teams and can be integrated into other foundational programs such as onboarding and leadership programs.

IHHP Empowers People and Organizations to Develop EI as a Skill

IHHP works with its clients to develop crucial skills for the future workplace through state of the art learning experiences that apply the most current knowledge in the field of Emotional Intelligence. Our programs are based in the most current scientific research about emotions and how they impact people's capacity to think and to get effective results from themselves and others.

How we work with organizations to build EI as a competitive advantage

Our learner experiences are effective in building and sustaining the core competencies of the skill of EI (self awareness, emotional management and connection). We synthesize the benefits of assessments, training, coaching and keynotes and design a program that meets the learning needs of every team member from the executive leaders to the frontline team.

Our programs are delivered blending traditional classroom with cutting edge learning technology to ensure learning solutions meet the learner where they are and are delivered in a way that is cost effective, convenient and scalable.

More for you to explore!



Assess

Take our
OrgEQ Assessment

Take our
EI quiz

Experience

Learn more about our
corporate solutions

Register for our live
online program

