

The Business Case for Emotional Intelligence

1. Understanding yourself, your strengths and your weaknesses is essential to superior performance.
2. Self-confidence is important to success.
3. It is important to control your emotions to be an effective leader.
4. People who cannot be trusted will most likely see their career derailed.
5. Job effectiveness depends on being conscientious.
6. Superior managers are adaptable – open to new information, willing to let go of existing assumptions and comfortable with uncertainty.
7. Executives who excel usually are driven by a desire for high achievement.
8. The best managers are usually able to “read” other people and organizations well.
9. Superior managers are often good at developing others.
10. Executives need to be able to influence others to be effective.
11. People usually prefer to deal with managers who listen well.
12. The more positive the mood of the leader, the more positive, helpful and cooperative the group.
13. Good relationships build good leadership.
14. Leaders who also demonstrate most of the above competencies will have organizations that perform better than leaders who do not.