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Increasing Leadership Capacity and Performance

Emotional Intelligence 2.0

Emotional intelligence (EQ) is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships. Research with more than 500,000 people worldwide has shown that:

- EQ is responsible for 58% of job performance, yet just 36% of us accurately identify our emotions as they happen.
- People with the highest levels of regular intelligence (IQ) outperform those with average IQs just 20% of the time, while people with average IQs outperform those with the highest IQs 70% of the time.
- 90% of top performers are high in EQ.

Emotional intelligence is comprised of four skills. **Anyone can increase his or her EQ with perspective and practice.**

SELF-AWARENESS	SELF-MANAGEMENT
SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

The best leaders have high EQs. You can make your leaders the best by following these simple steps:

- 1. BEGIN WITH A TEST:** Self-awareness is the catalyst for increased EQ. You can't improve without an objective understanding of where you stand today. The Emotional Intelligence Appraisal® test is included with the *Emotional Intelligence 2.0* book for this very purpose.
- 2. CREATE AN ACTION PLAN:** A conceptual understanding of EQ isn't enough. You need real, specific advice to follow. The 66 strategies from the *Emotional Intelligence 2.0* book are great for creating action plans. Your *Emotional Intelligence Appraisal*® test results will actually pinpoint which of these strategies will increase your EQ the most.
- 3. PRACTICE:** Practicing new, more effective behaviors actually builds new neural pathways in your brain that facilitates the use of these behaviors in the future. Without repetition, you will not change.
- 4. BUILD A CULTURE THAT PROMOTES EQ:** Have everyone in your team, department, or company read *Emotional Intelligence 2.0*. Reading together enables open and constructive EQ discussions. TalentSmart® offers training and executive coaching services you can provide to advance your leaders' development of their EQ skills.

I'm happy to serve as a resource during your journey to a higher EQ. You can reach me at:

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