



# Using Emotional Intelligence to Develop High Performing Teams

## Aim

Emotional Intelligence (EI) has a powerful impact on how an individual performs at work, communicates effectively, manages relationships, overcomes challenges, manages conflict and deals with stressful situations. Ultimately it can also impact on people's job satisfaction, engagement, well-being and overall organisational performance. This programme aims to enable participants to recognise, understand and manage their emotions and behaviour and develop interpersonal and personal effectiveness. It is suitable for individuals, teams and leadership development, with the goal of creating sustainable change that drives business results.

## The Four stage Approach

### Stage One – Getting Started

The participant identifies their personal goals of what they would like to be able to do differently in line with the Aim above. This is discussed with Jan Baynham, Psychometric Assessment Specialist Consultant, US2U Consulting. The framework for who will have access to the reports and progress updates will also be established.

### Stage Two – Completing the Questionnaire

The participant completes an online Emotional Intelligence Profile Questionnaire which takes about 20 minutes. It is available in English, French, German, Italian, Polish, Spanish, Arabic, Chinese, Dutch, Japanese, Portuguese and Turkish although in some cases the report will only be produced in English.

### Stage Three – Exploration of the Questionnaire Results

Jan conducts a face to face two-hour exploration session with the participant on the results of the EI Questionnaire, identifying potential strengths and development areas. Suggestions of how the participant may develop their Emotional Intelligence will be discussed to support them in producing a Personal Development Plan. This session can also be held remotely over Zoom, Teams or other suitable platform as required.

### Stage Four – Coaching Sessions

The participant receives four face to face half day coaching sessions from an US2U Consulting Coach to support them in delivering their personal development plan. It may be appropriate for their Line Manager to attend part of the last session when the participant will be asked to review and evaluate their progress in line with personal goals identified in Stage One.