

How do organizations use emotional intelligence to create value?



equipping middle-managers
to build culture



enhancing team leadership



coaching
people-leaders



building the leadership bench
for the next generation



equipping change agents to
accelerate transformation



enhancing the climate to
boost customer loyalty



supporting managers
to lead people



selecting talent
to improve sales



improving coaching for
technical leaders

In a volatile and complex business environment, leaders need emotional intelligence more than ever before. EQ skills predict 50-60% of the variation in performance. Why? High EQ leaders engage employees and build a culture of people-driven performance. [Read more on 6seconds.org/case](https://6seconds.org/case)

“As the business landscape becomes even more complex, we need additional capability. Leveraging the Six Seconds approach to emotional intelligence is helping us build a strategic asset that will let us maintain and strengthen our culture – which is essential to our competitive advantage.”

- Shannon Brown, Chief Diversity Officer, FedEx

Source: People-First Leadership at FedEx 6sec.org/fedex

High EQ
Leaders

Great
Culture

Wow
Customers

Increase
Value

Emotions Drive People :: People Drive Performance

What will happen when leaders add EQ skills to fully engage their people?

Handle complexity.

Build a great culture.

Create enduring value.

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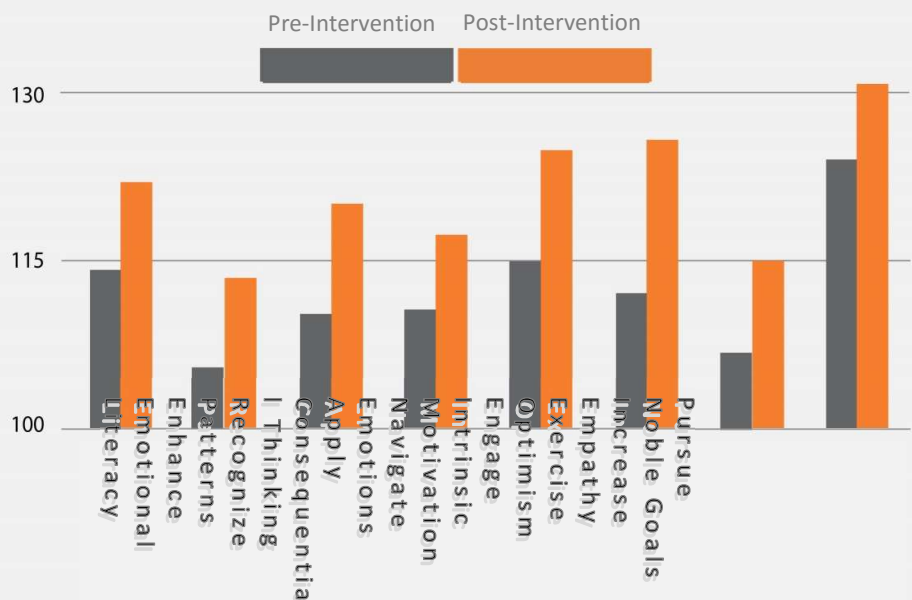
Case: FedEx Express

EQ scores predict 60% of the variation in outcomes.

Training for all new managers, average increase in EQ of 11%, correlated with 58-72% increases in:

- Influence
- Quality of Life
- Decision Making

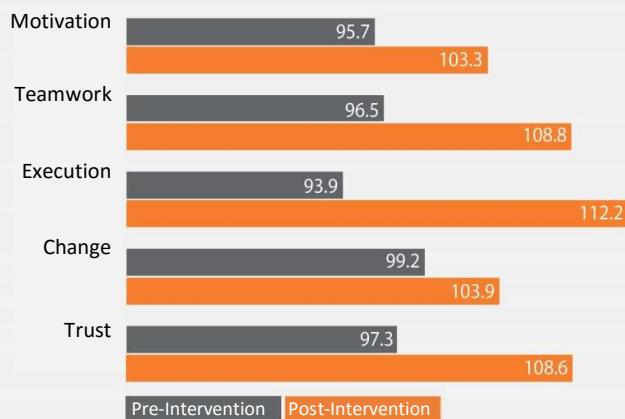
Source: 6sec.org/fedex



Case: Komatsu

A 90-day EQ intervention for managers doubled the level of engagement, and plant productivity increased by 9.4%.

Source: 6sec.org/komatsu



"The key lesson is in the approach used. Managers in the project experienced something new, and then, on their own initiative, they started to utilize the method in communicating and managing their employees. This is the real test of any training: Do people start to use what they learned?"

- Francesco Blasi, HR Director, Komatsu

