

WHY EMOTIONAL INTELLIGENCE MATTERS



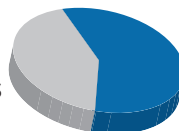
Engaged workers
increase revenue by
25%

Gallup Poll

58.9%

of engagement is
directly linked to
Emotional Intelligence

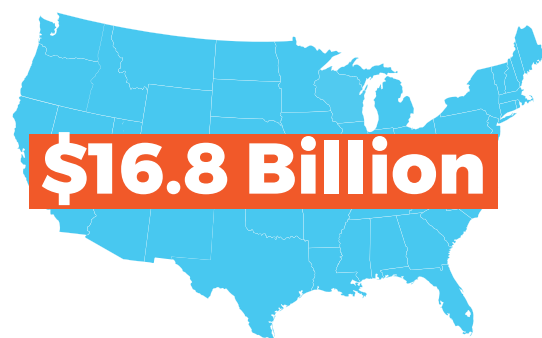
International Journal of Business and Management



71%
of Millennials
are seeking new
employment,
costing
businesses
\$30.5 Billion
Gallup Poll

#1

reason people leave their job
is due to relations with boss or
co-workers *Fortune Magazine*



\$16.8 Billion

is saved by following best EQ practices
The Economic Impact of the Customer Experience in the US



Sales people with high EQ
produce **2X** more revenue
Hay Group

**Higher
Emotional
Intelligence**

**Greater
Psychological
Safety**

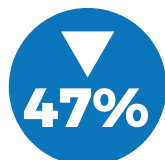
**Accelerated
Business
Impact**

Low EQ decreased

Harvard Business Review



Work effort



Time at work



Quality



Commitment



69%

of health care organizations
have trouble retaining
employees *Watson Wyatt Worldwide*

"In the hyper-competitive 21st century, raw brainpower and intellectual brilliance will only get you so far. The real winners will be those with deep emotional intelligence."

-Dr. Timothy R. Clark