



The Hidden Advantage:

Emotional Intelligence in the Workplace

EI: Your Secret Weapon

What is Emotional Intelligence?

It's the common thread running through the most successful people you know.

Defined as the “innate potential to feel, use, communicate, recognize, remember, learn from, manage and understand emotions,”¹ Emotional Intelligence is perhaps the most sought after human resource tool in the new business world.

A *Harvard Business Review* article on Emotional Intelligence² attracted a higher percentage of readers than any other article published in the Review in the last 40 years.

How can you harness this innate ability and use it as the catalyst for your success? Carlos Raposo's training seminars, materials and techniques teach you the skills you need to access this secret weapon and wield it to the advantage of your personal life, your career and your organization.

For years management experts embraced the fallacy of an emotion-free workplace, where strategy seamlessly integrated with the faceless automatons who carried out the daily tasks of employment. No wonder management strategy was so different in theory than in practice!

These days we all know that the human element is an unavoidable part of the workplace, but truly savvy managers perceive emotion as a potential advantage rather than an obstacle to be overcome. The ability to harness the emotions of your employees and colleagues separates the good leader from the great, and it's a technique put to good use by CEOs as diverse as the head of Campbell's Soup and the leader of software giant Intuit.¹

The evidence is conclusive: emotional intelligence training and coaching yield quantitative results. Recent research links higher emotional intelligence to higher leadership effectiveness.² In fact, employees with high emotional intelligence can outperform their counterparts with higher cognitive (conventional) intelligence.³ Carlos Raposo's training, seminars and coaching focus on this best kept secret of successful individuals. Your career requires special skills. You probably allowed your-

self adequate resources to master those skills. If you're a manager, you most likely provided training to your employees to ensure they could perform the tasks required of them at the highest level possible.

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Like other skills, leadership requires training to master. Why put yourself or your team at a disadvantage when it comes to the key element proven to ensure success? Carlos Raposo's Emotional Intelligence training is solutions-based, designed to provide you with maximum learning. You'll experience a carefully designed combination of informative presentation, experiential exercises, dynamic role-play and group discussion with multiple Q&A sessions. These stimulating, enlightening and powerful programs are guaranteed to promote involvement, active learning and change. Experience the power of Emotional Intelligence first-hand, with Carlos Raposo. To learn more, visit us at www.carlosraposocoaching.com.

¹ “Business is personal, so managers need to harness emotions,” Wall Street Journal, November 13, 2006, Carol Hymowitz.

² “Emotional Intelligence and its relationship to workplace performance outcomes of leadership effectiveness,” Leadership and Organizational Development Journal, volume 26, issue 5, 2005, David Rosete and Joseph Ciarrochi.

³ “Emotional Intelligence, Cognitive Intelligence and job performance,” Administrative Science Quarterly, volume 51, Issue 1, March 2006, Stephane Cote and Christopher T.H. Miners.

¹ Definition of Emotional intelligence, <http://eqi.org/eidefs.htm>, June 21, 2005.

² “What Makes a Leader” Harvard Business Review, October 15, 2001, Michael Maccoby, John C. Beck, Dan Clampa, Michael Watkins, Daniel P. Goleman, Thomas H. Davenport.