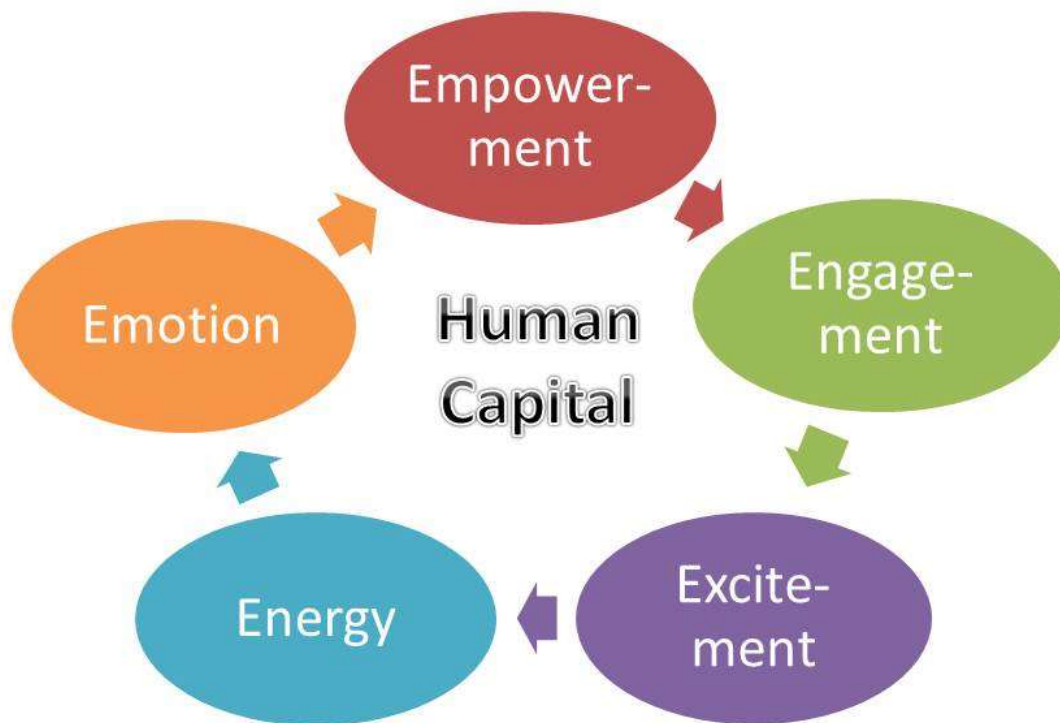




Human Resources and Emotional Intelligence

Leveraging Human Resources through Emotional Intelligence



For most organizations, human resources account for 40-60% of expenses. Aside from the platitudes and self-serving statements about investing in people, the reality is that success depends on getting the highest possible return on this expense. Frequently, optimizing productivity through people is overlooked.

Despite all the complicated rubrics that are often generated, human resource management has only two basic objectives. The first and foremost is productivity/performance. The more a result driven team stays emotionally engaged and on task, the higher the returns. The second objective is quality of life. Motivation comes from a fair exchange of value between performance and reward sharing. When the quality of both professional and personal life is

well addressed, individuals, teams, and the organization are able to produce. What makes a quality professional life? The values, vision and environment of the organization.

An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive business advantage.

-Jack Welch

Successful companies of the twenty-first century will be those who do the best jobs of capturing, storing, and leveraging what their employees know.

-Lew Platt

People are definitely a company's greatest asset. It doesn't make any difference whether the product is cars or cosmetics. A company is only as good as the people it keeps.

-Mary Kay Ash

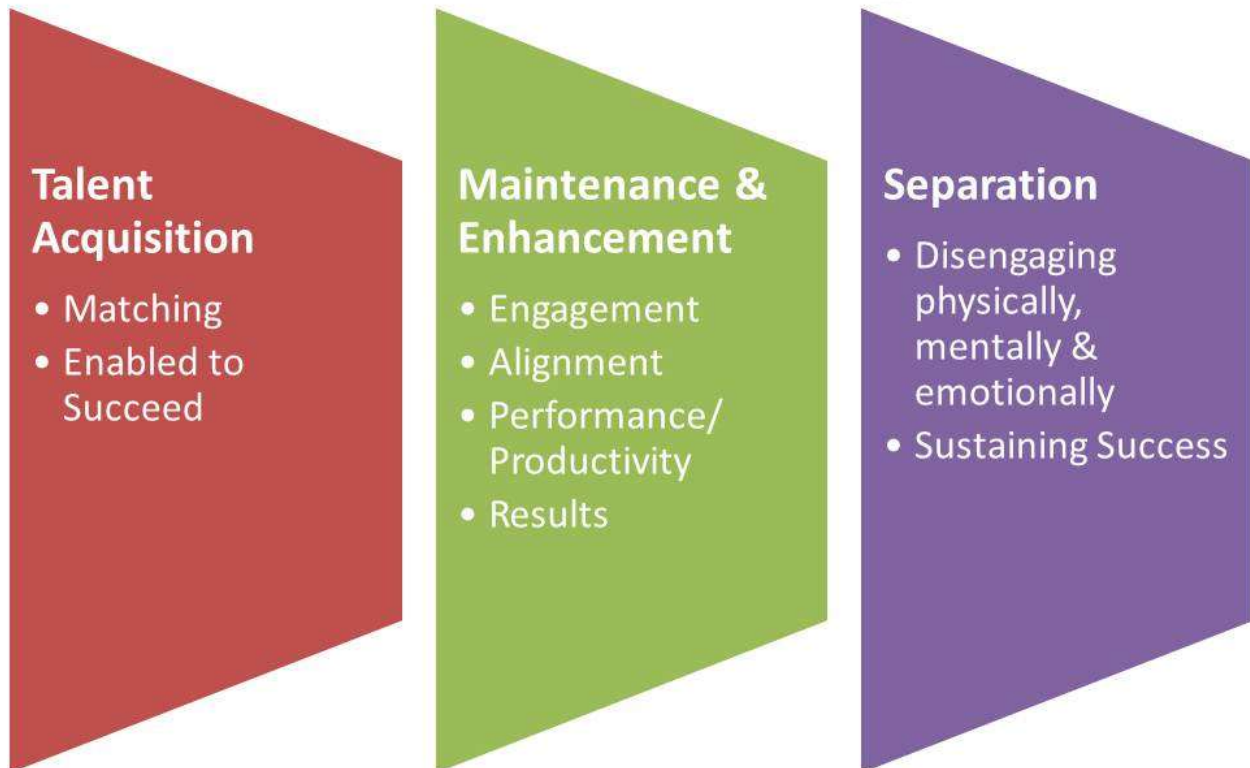
Human resource management begins with the acquisition of talent. Productivity begins with people who have the tools and desire to perform. The team needs to be staffed with engaged people committed to a vision of organizational success. They need to be excited and energized to serve. Connection with the organization (Emotionally Smart Organizations-ESO) and the client base (Emotionally Intelligent Customer Service and Relationships-EIQ-2CRM) assure that efforts are on task and effective.

By selecting and training people who can and will perform, the organization is on the right path to win. The second level of human resources deals with continuity. Individuals need continuous involvement and engagement to do their best. Result oriented, motivating training and development serves to maintain and enhance the abilities of quality people. Empathy and emotional intelligence provides the soft skills for peak performance (The Empathy Principle and EIQ-2 Comprehensive Emotional Intelligence).

Higher levels of empowerment allow achievement and expansion of potential. Leadership, influence and teamwork fuel synergy, chemistry and motivation to reach even higher

(Emotionally Intelligent Leadership-EIQ-2L; Emotionally Intelligent Influence/Sales-EIQ-2I and TmEQ-10 Emotionally Intelligent Teamwork). Passion, enthusiasm and positive emotions become contagious and generate new possibilities.

Human Resource Management



As the organization grows and develops, there is a continuing dynamic flow of human resources. New people come on board to replace those who are separating. For the organization to assure peak performance, the systems need to be continuously attended to. Attention must be paid for both continuous learning and emotional employee engagement.

For organizations committed to succeed, emotional intelligence serves to improve both productivity and quality of life. It has been demonstrated to be a major tool in organizational excellence.

At the heart of all outstanding businesses is a culture that promotes productivity and quality by honoring people and creating trusting relationships at all levels of the company.

-Adele B. Lyn

There is no better investment that companies can make than in the education and development of their own people.

-Tony Robbins

A company can't buy true emotional commitment from managers no matter how much it's willing to spend; this is something too valuable to have a price tag. And yet a company can't afford not to have it.

-Stan Slap

What succeeds best is an integrated, systemic approach to emotional intelligence. Coaching and training have dramatic impact on performance. An integrated approach assures positive learning at the individual, team and organizational level.

Human resource success begins with accurate, actionable assessment. This identifies where strengths and weaknesses exist. Training and development magnify strengths and minimizes weaknesses. By focusing on soft-skill enhancement, the returns are high. During the performance phase, coaching and directing improvement to targeted applications creates superior motivation, efficient problem solving and major productivity growth. At the top levels, excellence is created and sustained through partnering and consulting.

Human Resources and Emotional Intelligence



Are all of your systems generating optimal productivity? Is your quality of life the best it can be?