



## El Facts

- Leaders have 50-70% influence over the climate of their team
- Emotions are contagious and leaders are the ***emotional thermostat*** for their team
- The key to being a star performer, someone performing in the top 10% is Emotional Intelligence
- Leaders in the top 10% produced twice as much revenue to the organization as managers in the 11<sup>th</sup> through 89<sup>th</sup> percentiles.
- Some 66% of employees today report they have too little interaction with their bosses and only 21% know they are on track.
- 75% of employees dealing with their boss is most stressful part of their day
- 20 to 40% more heart attacks with bad bosses
- Managing people in ways that build high commitment creates returns of 30 to 50 percent.

### WHY IMPROVE YOUR EI?

**The higher up you are in an organization, the more Emotional Intelligence versus Intelligence or Technical expertise, determines your leadership success, contributing to as much as 85-90%.**

- Leaders high in Emotional Intelligence are more productive.
- Great leaders also have a positive impact on profitability, turnover, employee commitment, customer satisfaction and retention.
- The more great leaders an organization develops, the more it will become an outstanding organization.
- Emotions are contagious. As a top leader, you influence the whole climate of your team as much as 50-70%.
- Gallup has found that if U.S. workers were 5% more engaged, it would boost national productivity by \$79 billion a year.

- **As a leader, you pass on your leadership legacy. New leaders emulate the practices of their best bosses.**
- The best way to retain your good people is to have positive and productive relationships with them.
- People who are positive have been shown to live longer.
- Job satisfaction is a better predictor of longevity than smoking or exercise habits.

### **CONSEQUENCES FOR NOT RAISING YOUR EI**

- The reasons for losing customers and clients are 70% EI related.
- 50% of time wasted in business is due to lack of trust, an EI competency.
- Characteristics of executives who do poorly include lack of impulse control and the inability to work on teams, both addressed by EI competencies.
- **The cost to replace a manager or sales position is 250% of his or her compensation package.**