



MENTOR

Emotional Intelligence

“ROE significantly improves ROI”



Wayne Townsend, Peer Mentor.net Inc.

Deloitte is a well recognized \$20 billion consulting and financial advisory organization with offices worldwide. The Global Learning Team at Deloitte recently conducted a survey of its Partners, Directors, Principals, Senior Managers, and Managers around the world to determine critical leadership competencies. The purpose of the initiative was to help Deloitte maintain its position as an industry leader, and to attract and train their young and emerging leaders.

The survey received 690 valid responses that included 49 member firms of the Deloitte family. The majority of respondents (682) had experienced 3-5 days or more in one of Deloitte’s training programs in the previous year. Survey respondents were asked to identify the top five future leadership capabilities that would be the most important areas to focus on for leadership training in order for Deloitte to meet its 2010 organizational goals.

Emotional Intelligence was one of the top five areas selected by leaders. The most important area, understandably for auditors, was Integrity/Ethics. This was followed by Leadership Presence, Conceptual/Strategic Thinking, and Coaching Performance of Others. Areas that were rated under EI included Business Development/Sales, Drive for Achievement, Executive Communications Capability, Learning/Personal Transformation, and Change Leadership.

There were many examples given on how the various attributes would help future leaders. Said one respondent, “EI is of exceptional importance in everyday communications, allowing one to be understood and to understanding the needs of others (whether they be employees or customers).” Knowledge of EI helps practice Deloitte’s leadership actions such as: “live the values, share the vision, make others successful, and manage the business.”

* Reference: “Leadership At All Levels.” www.deloitte.com

EQ - 360

E.Q. - 360 provides an excellent means of identifying potential areas for improvement as well as measuring the effectiveness of individual and organizational development programs.

Leadership development often involves the use of 360 degree assessments. The EQ-360 excels specifically in this approach to leadership development because it helps target areas of greatest leverage to optimize leadership potential and performance. The idea is to help leaders or potential leaders identify “blind spots” in their EI skill sets by using multi-rater assessment and then apply these results as an integral part of their development program.

Peer Mentor.net Inc. “**Leadership Development Program**” offers the following:

- assessment of learning needs;
- design and delivery of customized performance improvement interventions including the development of personal and interpersonal effectiveness skills, leadership skills, presentation skills, facilitation skills, and team effectiveness skills;
- psychometric assessment for recruiting, screening and employee development;
- facilitating team building and strategic planning sessions;
- conference meeting key note presentations;
- mentor, coach and leadership training workshops, and;
- executive coaching (one-to-one and group / team).