



Coaching By Karen

corporate & lifestyle skills

Make Better Decisions with **TTI EMOTIONAL QUOTIENT™**

*“After assessing our staff, implementing EQ training, and working on employees’ specific work strategies, we saw a **25% increase in annual profits.**”*

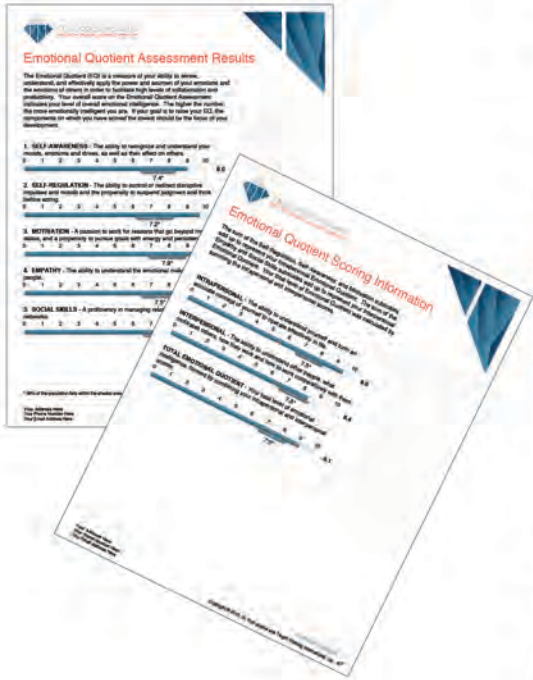


Emotional Quotient (EQ) measures **emotional intelligence**, or your ability to sense, understand and effectively apply the power and acumen of emotions to **facilitate high levels of collaboration and productivity.**

With EQ training, your employees will develop the skills and knowledge to better understand your customers, how to manage their expectations, and ultimately meet their needs.

TTI Emotional Quotient is available as a stand-alone report, or integrated with Behaviors and Motivators in TTI TriMetrix® EQ.

What Does Emotional Quotient Provide?



The Emotional Quotient report looks at a person's emotional intelligence, which is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of **collaboration and productivity**. The report was designed to provide insight into two broad areas: Intrapersonal and Interpersonal emotional intelligence.

This report measures five dimensions of emotional intelligence:

1. Self-Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Social Skills

*Studies have shown that salespeople and customer service agents who have undergone EQ training develop more accounts, **have higher sales, deliver strong customer service and realize better customer retention** than those who have not.*

(Consortium for Research on Emotional Intelligence in Organizations)