



2021

# The road to an emotionally intelligent company



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The presentation has been prepared as a prospect for the potential and opportunities that lie in the development of an Emotional Intelligent company.

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## **The road to an emotionally intelligent company**

The presentation has been prepared by HUMI

Foto: HUMI and PX

# Introduction to Emotional Intelligence

Over the past few decades, leading researchers from around the world have demonstrated that Emotional Intelligence has the competence to a much greater degree than other competencies, which is a defining criteria for the world's best companies. Evidence showing that positive emotions and harmony in companies predict companies' efficiency and results.

## World Economic Forum

In 2016, the World Economic Forum assessed that Emotional Intelligence is one of the 10 most important competencies to thrive in 2020 and beyond. At the same time, the other 9 competencies in their top 10 are directly derived or heavily dependent on Emotional Intelligence.

## Development of our emotional intelligence

The development of our emotional intelligence not only makes us happier, but it also gives us a far greater opportunity to motivate and influence ourselves and others. Emotionally intelligent people handle stress and prevent and resolve conflicts at a much higher level than others. Emotional Intelligence develops our ability to meet different types of people optimally in different situations. This ability is fundamental when it comes to building trusting relationships in a world in constant change and with requirements for readiness for change.

The level of your emotional intelligence thus controls your experiences of your life, on all levels. Absolutely crucial is therefore, how effective you express your emotions within the cultural framework in which you move, such as your family, your workplace, and society in general.

Your emotional intelligence is decisive for how much others listen to what you say. In short, your personal influence and impact.

*Emotional Intelligence is  
the basic premise  
for good relationships...*



# From conventional to intelligent leadership

## New thinking and innovation

In the future, new thinking and innovation is needed to ensure the profitability and growth of companies. With the involvement of Emotional Intelligence, you as a leader create a strong culture with a focus on the meaningful and active involvement of both management and employees. Emotional Intelligence is the lever for new forms of management, new collaborative relationships, and increased job satisfaction and workplace well-being.

As a leader, it is your ability to set realistic goals, as well as to communicate, motivate and inspire your employees and management colleagues to deliver their best performance, that becomes crucial to your business success.

Your employees are the most important resource for your organization. They are the culture of your company and the external face to the world. Your employees affect each other, management, customers and suppliers. Your employees stand in the first line to realize your visions and goals. Their development and commitment is the strength of the company.

When you develop your company's emotional intelligence, you achieve, among other things:

- More satisfied and productive employees/teams/departments
- Employees/teams/departments that communicate better with each other
- Employees/teams/departments working towards common goals with enthusiasm and focus
- A stronger ability to retain and attract employees

“Emotional Intelligence is an essential skill for creating inspiring leadership, innovative work cultures, efficient teams and workplace well-being.”

# Why is it relevant to become an Emotional Intelligent company?

At HUMI, we have many years of experience in developing individuals, teams, departments, and companies.

Experiences that all support the results of research in the field, that if we work to lift the individual's competencies within Emotional Intelligence and at the same time help the entire team/department/organisation to a process, that elevates the quality of their community, the result is a healthy culture, carried by strong values, which supports and heightens the potential of the individual and raises the overall potential of the company

## Top 10 of personal experiences that strengthen the individual:

- 1 A higher degree of self-esteem
- 2 A higher level of self-confidence
- 3 Higher self-management with the ability to choose and deselect certain emotions
- 4 More joy and happiness in life
- 5 An experience that the world is a good place
- 6 A sence of courage to go after one's dreams and goals
- 7 A stonger ability to communicate what one wants in life
- 8 Practical tools that strengthens one's ability to stay true to what one wants
- 9 A greater uderstanding and acceptance of differences
- 10 A greater acceptance of strengths and weaknesses

Data: The above 10 positive reactions to Emotional Intelligence are all supported by the experiences we have had through the work with companies and individuals during the last 15 years in HUMI and for Per Poulsen the last 25 years.

# Why is it relevant to become an Emotional Intelligent company?

## Top 10 with regards to relationships:

1	The ability to put oneself in the place of others
2	The ability to investigate and be curious through communication
3	The ability to create a community around goals and dreams
4	The ability to adapt authentically to different people and situations
5	The ability to create understanding in communication with others
6	The ability to build trust in others
7	The ability to see the good in other people
8	The ability to influence and motivate others positively
9	The ability to handle new situations constructively and effectively
10	The ability to dream, to have visions and the courage to go after them

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# Why is it relevant to become an Emotional Intelligent company?

## Top 10 with regards to the job:

1	A stronger value-based community
2	Greater ownership into the company and the core mission
3	A higher degree of solution focus
4	A higher degree of positive communication
5	An experience of achieving more
6	An ability to resolve conflict situations in an educational and strengthening way
7	An ability to accept and respect all colleagues
8	A more curious and feedback-seeking approach in everyday worklife
9	An ability to meet colleagues/employees based on trust and cooperation
10	Greater flexibility and readiness for change

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## EI by HUMI

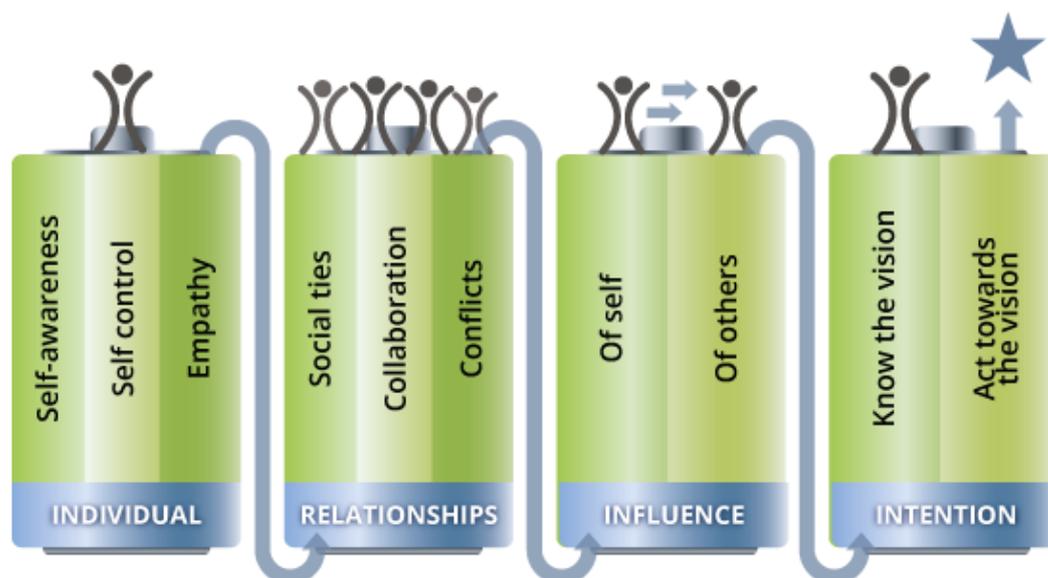
Our definition of Emotional Intelligence is:

***'One's ability to understand and apply one's thoughts and feelings in an appropriate manner for one self and one's relationships.'***

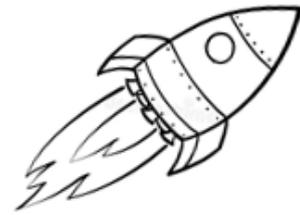
After having applied the theory and exercises in practice, as coaches for thousands of people, we have gathered our practical experience with the theories of both Reuven Bar-On and Adele B. Lynn. Based on these theories and our experience, we have created a practical and easy-to-use model, that can be applied to all types of people and companies. Because relationships are the essence of peoples and companies success, we have included Emotional Intelligence and Social Intelligence in our definition.

The model is divided into 4 main groups, each with 2-3 competencies.

Each step or battery builds on one another in the natural further development of the competencies. Lasting relationships are based, for example, on self-awareness and self-control as well as the ability to put oneself in the place of others (empathy). If one or more of these competencies are missing, the relationship will be affected negatively. In the same way, that a higher level will affect one's relationships positively.



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## Take a trip into the future

### Imagine...

- a company where all employees have a greater understanding of themselves, their colleagues, and their customers and suppliers.

### Imagine...

- a company where employees and managers do their best, where everyone thrives and feels a commitment towards the company's goals and vision.

### Imagine...

- a company where the best solutions and compromises are found in the conflicts that arise in everyday worklife, both in teams, between teams, with customers and suppliers.

### Imagine...

- that all employees in the company qua the strongest and most important resource, the emotional intelligence, outperforms all competition.

### Imagine...

- that this company experiences significantly fewer complaints and much more praise and recognition and that changes are implemented with openness and enhanced preconception.

### Imagine...

- that the image of this company is the best and the one company, everyone really wants to work for.

### Imagine...

- that employees in this company have significantly less need for psychiatric help, medication, psychological counselling and at the same time have significantly fewer lifestyle problems, illnesses, and other disorders such as anxiety, stress, and depression, caused by an emotionally hard life.

### Imagine...

- to be surrounded by people who to a much higher extent smile to their fellow human beings, smile with surplus and energy to look towards the future and see potential and opportunities

### Imagine...

- a company that people visit from all over the world wanting to understand how to create such positive relationships, and effective results. A company where managers and employees feels successful.

**This is the future as an  
Emotional Intelligent company**

## What does it mean to be an Emotional Intelligent company?

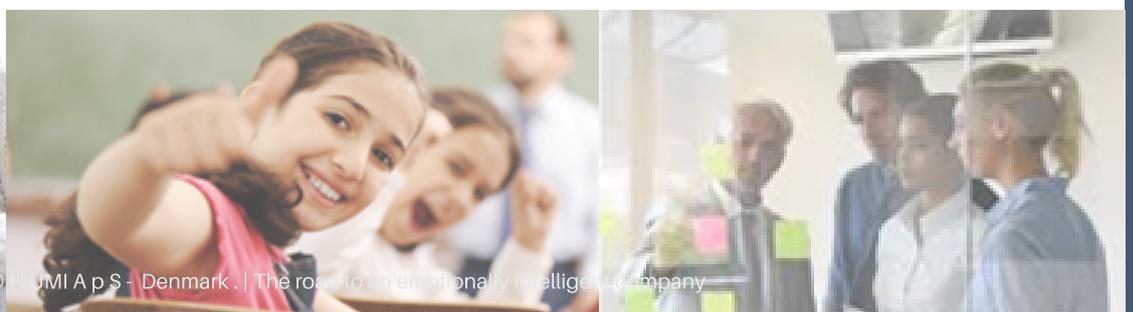
Being an Emotional Intelligent company is not quite that simple to describe. It can be compared to what it means to be an Emotional Intelligent group of people or we can take it further down to what is an Emotional Intelligent person?

A clear part of the task will be to define how the company wants to be perceived and measured as an Emotional Intelligent company.

All measurement parameters are defined together with HUMI at the beginning of the process. The individual parameters can contain various things, such as changes in the behavior of customers, employees, and management. They can be more quantitative, as the development attendance rate, unwanted staff turnover, higher efficiency, waste reduction, well-being in the workplace, and customer satisfaction surveys.

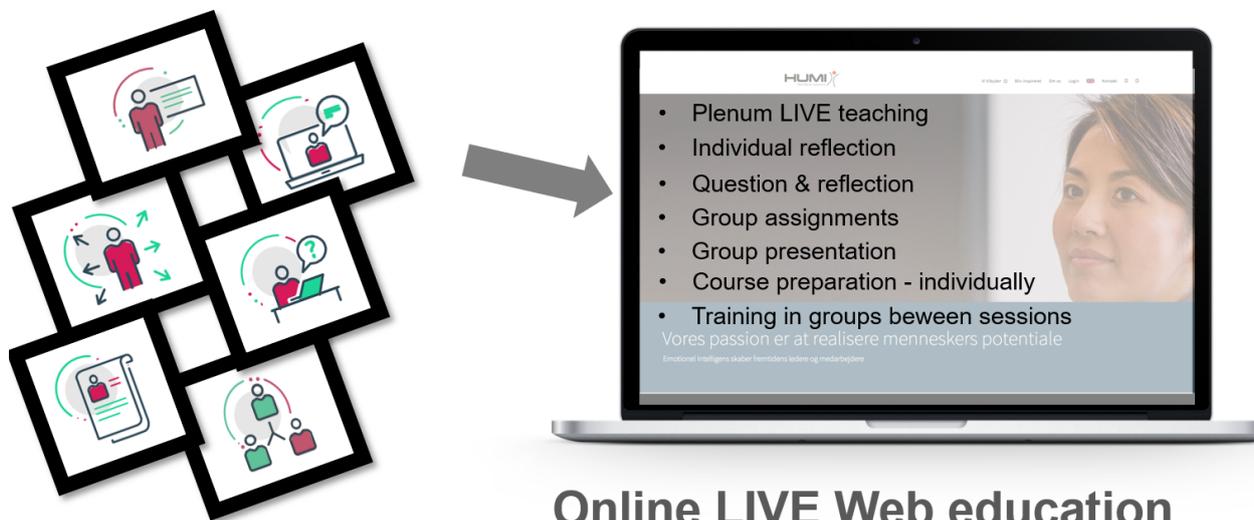
Another measurable parameter we can be aware of is the roll-out rate, as a number that indicates how many out of 100 persons who are trained at a given level in Emotional Intelligence. We define together with the company, the criteria of being an Emotional Intelligent company and at the same time, the level of ambition must create such a significant improvement in significant areas before it can be considered an Emotional Intelligent company.

*Emotional Intelligence is the  
most important competence  
in 2021 and onwards...*



# Which paths lead to becoming an Emotional Intelligent company?

*Training the company's workforce in Emotional Intelligence*



**Online LIVE Web education**  
Your training - your success!

## Web-based education

Under the title "The world's best web training", HUMI is ready to roll out a web training program in Emotional Intelligence. The web training, in particular, provide the opportunity to involve a large group of people at the same time, with a far less financial investment than if everyone were to be educated by physical attendance.

Our web training program is always adapted and further developed in collaboration, so that we can precisely integrate the specific values and competencies that provide the most meaning with relation to the company's ambitions, wishes, and goals.

Web training helps to make the learning of emotional intelligence a complete integral part of everyday worklife, during the period in which it takes place. At the same time, participants are given the opportunity to revisit sessions, learning tools and models via HUMI's Learning Management System, so that a deeper integration of learning is ensured.

*Emotional Intelligence can be trained  
and developed throughout your entire life ..*



### Physical training courses in Emotional Intelligence

Training the entire workforce of the company, is one exciting and comprehensive task, and to ensure the strongest implementation and integration it is often a choice, that key employees and managers participate in the physical training in Emotional Intelligence. For example, managers, HR managers, projectmanagers etc.

### Development phases in the process

The work with Emotional Intelligence is always adapted and further developed in collaboration and always based on a development model that can consist of different sub-goals in making a company emotional intelligent. Sub-goals could be:

**Culture and value seminars**, where teams or departments together define the community that best supports them in delivering their core service or service where the focus is on the employees well-being and commitment.

**Workshops and cultural measurements**, where we specifically lift areas of self-awareness and communication with the opportunity to uncover the culture of a department or a team, where the method itself strengthens the team community and direction.

In addition, there is the opportunity for **individual sparring and coaching** of individuals and groups, either in combination or in relation to specific development points and goals.

