

Using Business Emotional Intelligence to develop high performing teams

Groups of people working together have an Emotional Intelligence just like an individual. How individuals in a team manage emotions and behaviors impacts on:

- How members relate to one another
- How work gets done
- The effectiveness of the team

When a team is underperforming, has had or is facing, a big membership change, emotions and unproductive behavior regularly spiral out of control.

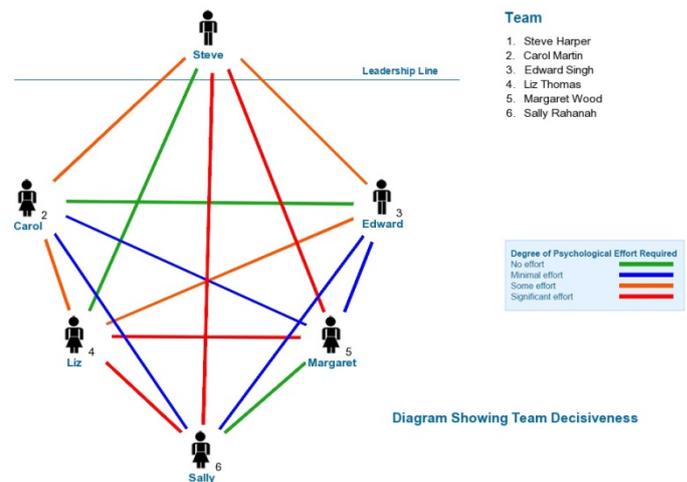
In these situations, many want their leaders to be different – less critical or more understanding. Or leaders want their staff to be different – to buy in to their ideas and respond positively to change.

They say things like: *“they don’t respect me,” “they don’t work as hard as me”* or *“he doesn’t make good decisions.”*

The focus of the **EBWt Emotional Intelligence Team Program** is about empowering delegates to understand and take personal responsibility for those critical emotions and behaviors that impact on their team’s performance.

The EBWt Emotional Intelligence System provides a benchmark and a clear picture of a team, that shows the impact each member has on colleagues and the performance of the team.

The EBW Emotional Intelligence Team Program is a powerful experience for delegates, it improves performance by operating at a deeper level of attitudes and feelings that underpin behavior within the team.



“Understanding the team’s comfort zones and what different colleagues found challenging about our team was a real eye opener.”

Senior Manager NHS

Who is it for?

For those working in team environments where there are frequent and challenging interactions with colleagues and customers. Particularly useful for those who need to understand the underlying nature of their own and others’ responses, and for leaders who want to improve their team’s performance (e.g. senior management teams, customer facing teams, virtual teams, global teams consisting of different nationalities etc.).

EBWt Team Program

How we develop a high-performance team

- Stage 1** We analyze, benchmark and agree the design, success indicators and objectives for the leadership or team development program.
- Stage 2** Each team member completes the EBW assessment and receives a 1 to 1 coaching session on the results of their EBW Business EQ Report.
- Stage 3** Team members attend a number of short sessions (2-3 hours) or a one-off session with practical experiential exercises and '360' intensive team coaching sessions to develop the team's optimal performance.
- Stage 4** We evaluate team performance and agree future target setting with personal individual and team Business Emotional Intelligence Maps.

"The EBWt Report showed very quickly where the team issues were. The team exercises we carried out with Karen (EBW Facilitator) were insightful and valuable as was the individual feedback sessions. The process has, and will, continue to be very useful in generating a common understanding of how we can achieve success."

Robert Johest, Sales Director

What will the team get out of it?



- Each team member will take a Business EQ assessment and have a 1 to 1 coaching session on improving their performance.
- The team will get the skills to read and respond effectively to the emotions and behaviors of others, in and outside the team.
- A team session provides an opportunity to learn and practice how to manage emotions and behaviors to function as a high performing team.
- Each team member will receive their own personal Business EQ Map, to continue developing their performance and the team's success after the program.

The EBWt Team System

Developing Leadership Potential & High Performing Teams