

# The Genos Emotional Intelligence Enhancement Program



## EI Enhancement

The Genos Emotional Intelligence (EI) enhancement program improves organisational performance by transforming the lives of people in the workplace. The program enhances Emotional Intelligence skills that are fundamental to an individual's success at work and moreover, to their enjoyment and satisfaction in life.

Improving Emotional Intelligence (EI) in the workplace is a critical success factor in today's rapidly changing business world. Workplace trends, including globalisation, increasingly diverse workforces, corporate mergers, and virtual workforces, all underscore the need for, and are positively impacted by, the development and application of emotional intelligence.

Emotional Intelligence is a set of skills which define how effectively an individual perceives, understands, and manages their own feelings, emotions, and mood states, and those of others. Emotional Intelligence ultimately underpins the development of exceptional people and relationship skills.

The end result of improved EI is a more productive workplace. EI has been proven again and again to be a contributor not only to individual success and productivity, but also in the creation of positive workplace environments where individuals are engaged to do their very best work. Leading edge companies around the world have recognised the business imperative of creating an engaged workforce. Recent studies have discovered that job satisfaction and employee engagement now account for about 30% of an organisation's bottom line performance.

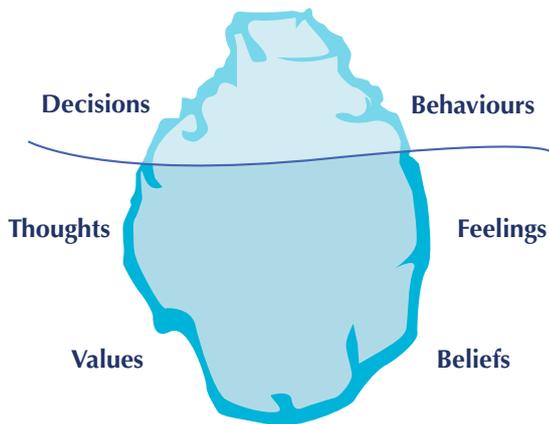
Of course, the best part of enhancing your employee's Emotional Intelligence is that you are giving them valuable skills that they will keep for life – something that will contribute to their success not only at work but in their personal lives as well.

The Genos Emotional Intelligence enhancement program is a life changing program and a holistic approach to employee development.

## How the Program Works

The program enhances seven core skills of Emotional Intelligence via structured learning modules delivered by a certified Genos EI practitioner in either a one-on-one or small-group coaching format. The learning modules draw on the latest adult learning principles and focus on an individual's:

- Decisions and Behaviour
- Thoughts and Feelings
- Values and Beliefs



Each learning module also has practical application exercises. Participants apply these exercises in their day-to-day work and monitor the impact the exercises have on their decisions, behaviour and performance. The outcomes these exercises generate are reviewed in subsequent sessions to reinforce the value of applying emotional intelligence in the workplace.

Pre-and-post program multi-rater emotional intelligence assessments are also included. The pre-program assessment is used to:

- determine base-line levels of Emotional Intelligence
- identify individual strengths and opportunities for development, and
- tailor the content of the program to address individual needs.

The post-program assessment is used to:

- examine the level of enhancement achieved
- identify areas to focus on post the program, and
- determine how to sustain the enhancement post the program.

Genos can also aggregate pre-and-post program results to provide you with Return On Investment information.

The program has been conducted successfully with numerous ASX 200 and Fortune 500 companies around the world. The average level of Emotional Intelligence enhancement achieved is approximately 20%. What does that practically mean? It means people who participate in the program significantly and demonstrably enhance their capacity to:

- engage and motivate those around them
- build productive relationships
- make effective people decisions
- manage emotions effectively
- cope with high work demands and stress, and most importantly
- enjoy their work and life.

## The Enhancement Modules

The Genos model of Emotional Intelligence involves a set of seven skills that form the basis of the program's coaching-focused learning modules. Following the model, participants attend ten coaching sessions over a six month period – typically two-weeks apart. A description of each learning module is provided below.

### 1. What is Emotional Intelligence

Participants learn what emotional intelligence is and how it is related to success in their role.

### 2. Time 1 Assessment Results

Participants receive their Time 1 Genos EI multi-rater assessment results and insights into their personal Strengths and Opportunities for Development.

### 3. Emotional Self-Awareness

*Perceiving and understanding your own feelings.* Participants enhance their understanding of how their own feelings impact decisions, behaviour and performance.

### 4. Emotional Expression

*Effectively expressing your own feelings.* Participants enhance trust and understanding with work colleagues.

### 5. Emotional Awareness of Others

*Perceiving and understanding others' feelings.* Participants enhance their capacity to engage, respond to, motivate and connect with work colleagues.

### 6. Emotional Reasoning

*Using emotional information in reasoning and decision-making.* Participants enhance their decision-making and increase buy-in to decisions.

### 7. Emotional Self-Management

*Effectively managing your own emotions.* Participants boost their job satisfaction, better cope with demanding workloads and enhance their productivity and performance.

### 8. Emotional Management of Others

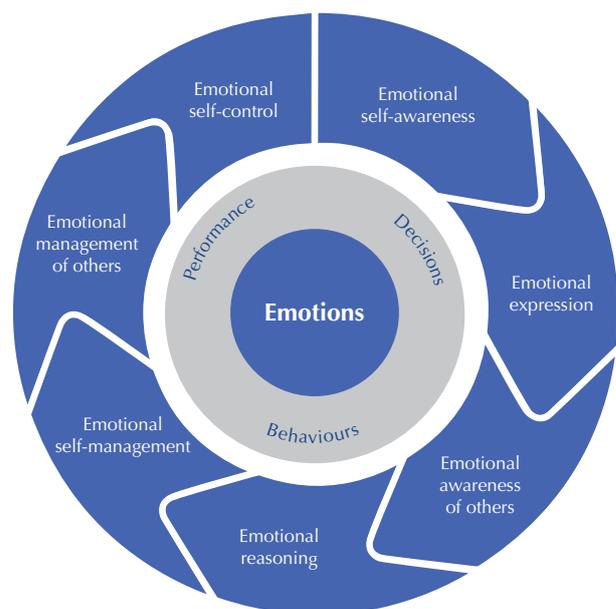
*Influencing others' moods, feelings and emotions.* Participants increase their capacity to reduce conflict, and inspire performance in others by creating a positive team and work environment.

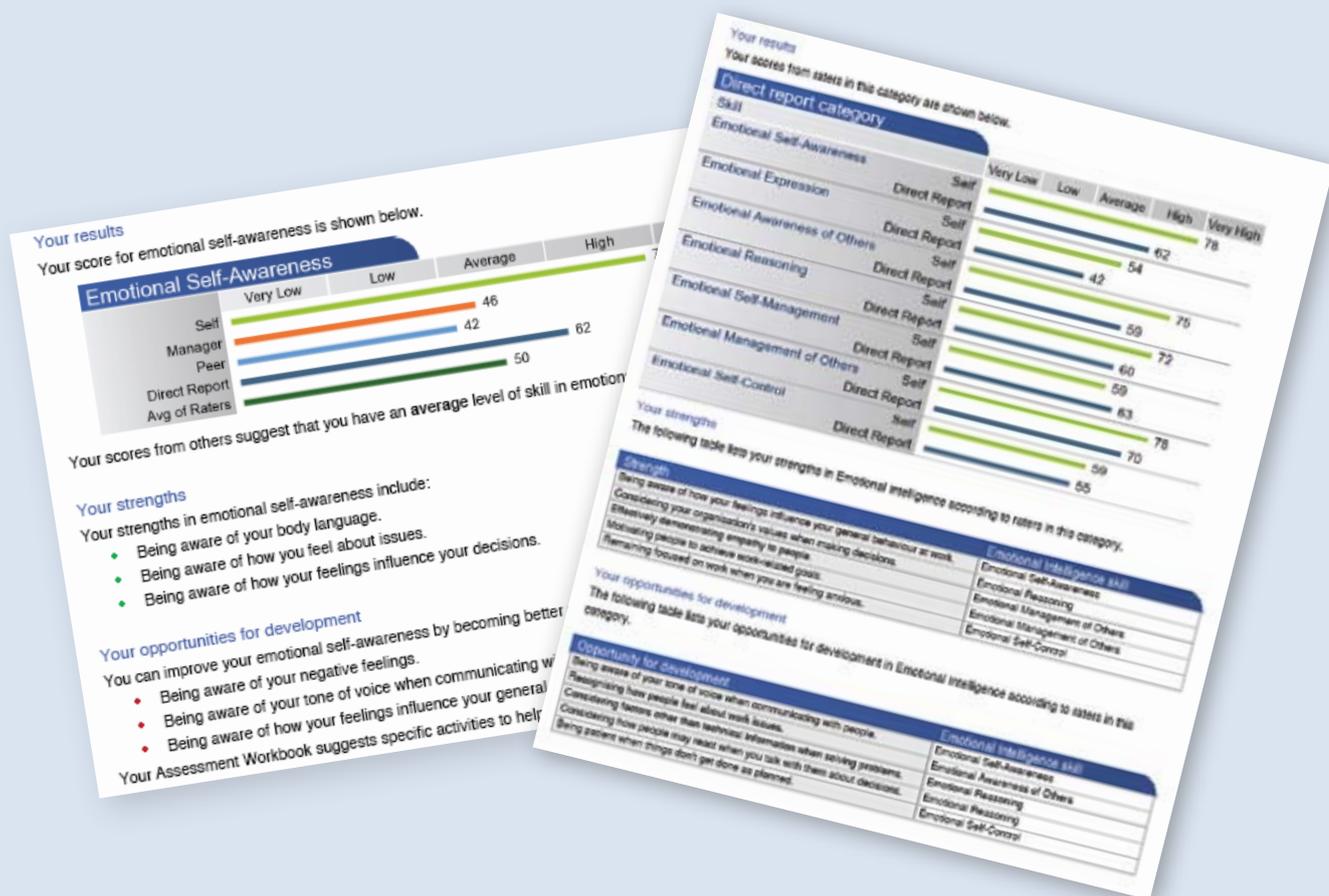
### 9. Emotional Self-Control

*Effectively controlling your strong emotions.* Participants improve their well-being, increase their capacity to think clearly under stress and cope with challenging emotional situations.

### 10. Time 2 Assessment Results

Participants receive their Time 2 Genos EI multi-rater assessment results and insights into the level of development they have achieved. A plan for sustaining and continuing the growth is also developed.





## The Genos Multi-Rater Inventory

The Genos Multi-Rater Inventory is the most comprehensive workplace assessment of emotional intelligence available. Behaviourally based, it measures how often individuals display emotionally intelligent workplace behaviours aligned to the Genos model of Emotional Intelligence – a model scientifically proven to correlate with success. It is supported by numerous peer-reviewed published papers and officially recognised by the prestigious Consortium for Research on Emotional Intelligence convened by Daniel Goleman and other thought leaders in Emotional Intelligence.

Results are benchmarked against global workplace population norms providing participants with comparative insights. An individual's relative EI strengths and opportunities for development are provided for each of the seven skills of the Genos EI model, and compared across entire rater groups to assist with that person's development of Emotional Intelligence behaviours with specific work colleagues (e.g., managers, peers and direct reports).

Feedback reports are generated from the responses participants received from their raters and no two reports are ever the same. Designed by subject matter experts and instructional designers, Genos Emotional Intelligence feedback reports are also easy to comprehend, practical in nature and provide a wealth of tailored development options.

### Unique Features

- Global benchmarks
- Completed online in 15 minutes
- Tailored development options
- Workplace specific
- Behaviour based
- Supported by extensive peer-reviewed research papers
- Endorsed by the Consortium for Research on Emotional Intelligence

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