



## Emotional Capability

*"He who knows others is clever, he who knows himself is enlightened."*

Lao Tzu - Chinese Philosopher, 600 B.C.

### Building Emotional Capability for Business Success

The ability to perceive, express, understand and regulate emotions has been found to be twice as important as technical skills or IQ in job performance. Emotional capability plays an even more important role at management and leadership levels, especially in managing emotions to achieve positive outcomes.

Our emotional capability assessment and one-day workshop develops the personal and social skills of staff and managers that lead to superior performance at work. Our 360 degree assessment examines 24 skill elements of five key components of your emotional capability:

- **Self-Awareness:** The ability to recognise your own emotions - what causes them, and what impact they have on work performance, relationships and outcomes.
- **Self-Regulation:** The ability to manage disruptive emotions and impulses, to adapt to changing situations and continually maintain a display of honesty and integrity.
- **Self-Motivation:** The drive to motivate yourself to achieve challenging goals, apply more effective ways of working and to anticipate success even when encountering setbacks.
- **Social Awareness:** The skills to sense others' emotions, show empathy and respond to the needs of clients and colleagues.
- **Social Skills:** Leadership, communication, conflict management and team building skills needed to work effectively, manage others and instigate change.

Your individual report identifies your strengths as well as areas for development and unlike other emotional intelligence profiles, provides a tailored course of action for you to maintain and strengthen your emotional capability.

#### Benefits for Organisations

- ⌘ Develop more **effective leaders** based on enhanced levels of emotional capability.
- ⌘ Build a **strong culture** at all levels on the basis of mutual respect and accomplishment.
- ⌘ Create awareness in managers and key influencers of the impact of their behaviour on others to provide more powerful and **positive role modelling**.
- ⌘ Provide an **effective diagnostic tool** for one-on-one coaching among individuals whose technical skills are stronger than their interpersonal skills.
- ⌘ Support **coaching programs** through test-coaching-retest measurement.
- ⌘ Provide an insightful framework for building **team effectiveness**.
- ⌘ Identify an organisation's underlying weaknesses to enable the design of **custom development programs** to address these.

#### CASE STUDY: Whangarei District Council

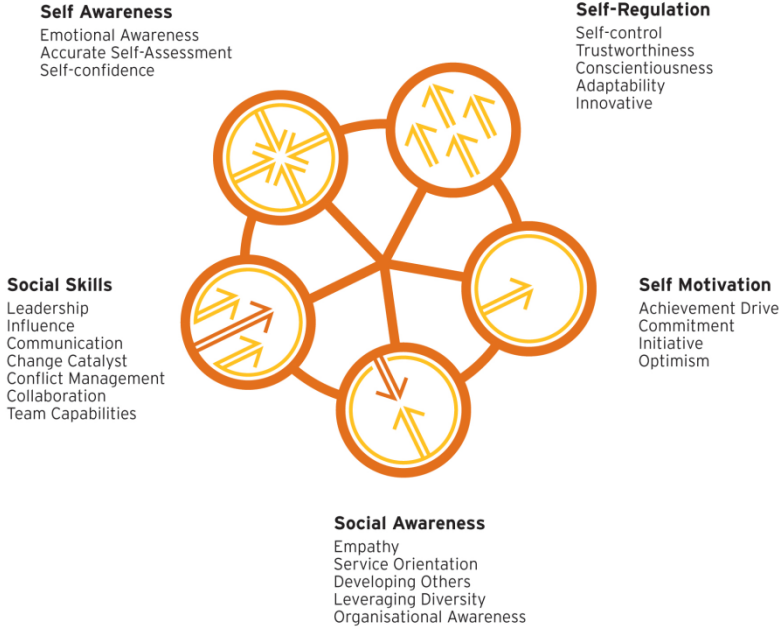
- ▶ **Situation:** Whangarei District Council were seeking to equip their managers to meet the demands of an increasingly diverse and expanding community base and to achieve accreditation in Business Excellence.
- ▶ **Course of Action:** The Emotional Capability profile and an accompanying training program were used to build and enhance the leadership skills of key influencers in the organisation. Key actions were incorporated into each individual's Personal Implementation Plan in line with the Council's performance development system.
- ▶ **Results:** The senior management team increased their self-awareness and awareness of others, worked more cohesively together and provided more effective direction to their units. The Council received a Silver award in Business Excellence which, for a new comer to the accreditation process was extremely rare.



*"Emotional intelligence is the ability to manage ourselves and our relationships effectively".*

Daniel Goleman

## Emotional Capability Model



## Credentials

Frances Tweedy and Cheryl Wright, authors of the emotional capability profile and workshop, have an extensive background in management, strategic human resource management and organisational development. The profile has been developed based on the research in emotional intelligence by Daniel Goleman, Henrie Weisinger, Richard Boyatzis and the Consortium for Research on Emotional Intelligence in Organisations.

## About Us

Dawson McDonald Consulting is the Australian Partner of the internationally recognised Persona Global group, that offers business solutions to organisations throughout 60 countries. Company Principals, John Dawson and Carmel McDonald have been consulting, training, coaching and recruiting for Australian businesses for over a decade, following extensive industry experience.

## Benefits for Participants

- ⌘ **Success.** Research shows that "greater emotional intelligence leads to greater success in the workplace".
- ⌘ **Proven.** Based on research on emotional intelligence and its application to the workplace.
- ⌘ **Intuitive.** Learn what the 'building blocks' are to building your emotional competencies and their relationship to your job and personal life.
- ⌘ **Actionable.** Find out what you can do differently to achieve a higher level of emotional capability and become a more effective team player, manager or leader.
- ⌘ **Versatile.** The profile helps you identify your individual developmental areas for one-on-one coaching, or can be grouped for team or organisation-wide development strategies.

## About Persona

Persona Global is a worldwide provider of learning, development and assessment tools and methodologies for organisations facing challenges in change leadership, communication, organisational alignment, sales, customer service, and management.

## Corporations that have benefited from Persona Programs include:

General Electric	Microsoft	Exxon Mobil
Pfizer	Xerox	Applied Materials
BMW	Vodafone	British Airways
Mitsubishi	Dell Computer	Japan Airlines
Disney	IBM	Credit Suisse
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