



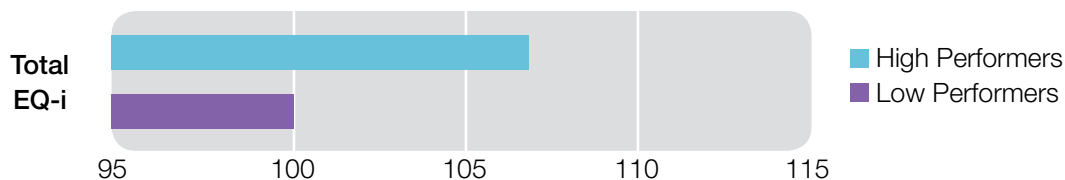
New Zealand Telecom

Purpose

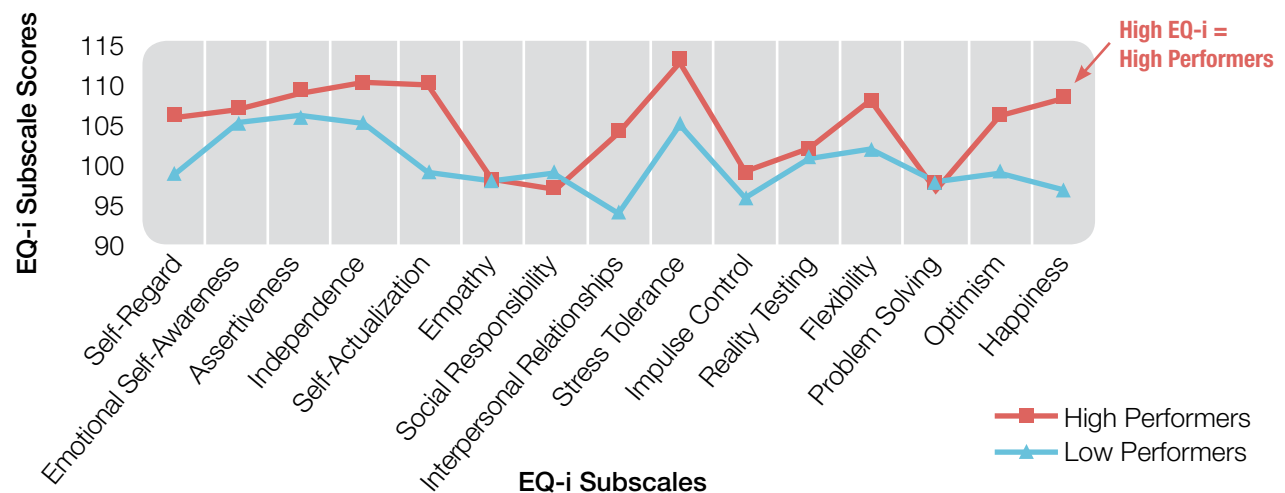
To understand the relationship between EQ-i and leadership competencies to enhance the training and coaching of leaders in their organization

Results

New Zealand Telecom categorized 70 senior leaders into high and low performance groups based on established leadership performance indicators. As shown below, high performers had significantly higher EQ-i scores than the lower performers.



The chart below maps out the most important emotional and social skills for achieving success amongst leaders in the Telecom organization, most notably: self-actualization, stress tolerance, and happiness.



ROI Impact

The EQ-i study resulted in significant bottom line findings that New Zealand Telecom now integrates into their training and coaching initiatives.

- **48%** of what differentiated the high and low performing leaders could be attributed to EI attributes. In other words, almost **one-half** of the skill set required for successful execution of this organization's leadership competencies is comprised of emotional and social skills.

Takeaway

Using the EQ-i predictive model for **Training and Coaching** generates:

- **A roadmap for leadership success**
- **Better performing leaders**