



# Business Development

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**Success is not the result of spontaneous combustions—you must set yourself on fire.**

**Reggie Leach  
Ice Hockey  
Player**

## Emotional Intelligence for Success!

Since Daniel Goleman so eloquently expounded the importance of emotional intelligence in the workplace in the nineties, many organisations have included EI in their training and coaching programmes, and research has shown that those organisations are still reaping financial rewards.

Why is this so? Why is a person who is able to tap into his or her emotional information so much better at making sound decisions and building lucrative relationships in the business world?

Being emotionally intelligent is pretty much like being cognitively intelligent. In the case of emotional intelligence, however, we use our emotions as well as our brain, because our emotions, like our brain, store important information. Sound decision-making is the result of having weighed up all the available information. What many of us do not realise, however, is that our emotions also contain information, and if we are not aware of that, we

make decisions with watered-down data. Rather like a judge who delivers a verdict after hearing only one side.

In the not-so-good old days, people were inclined to think that emotions impair decision-making. Emotions were regarded as *disorganized*



or *disorganizing* (Dockery, 1942; Munn, 1946; Shaffer, 1936; Woodworth, 1940; Young, 1943). Not surprising that emotions were barred, especially from the workplace, because performance and profitability rely rather heavily on employees being able to *organise*.

Thank goodness, today we know better.

Take, for example, one of the core managerial functions, planning. Such a logical thing to do, you might say, and yes, planning is a concrete and a

rational act, and it does not seem to involve emotional input. There is a difference, however, between simply planning, and planning effectively. Effective planning requires you to remain open to as wide a range of data and this range includes both factual and emotional information. Where people (employees, clients, all stakeholders) are involved there are emotions. To be able to pick up on and recognise the importance of emotional data simply provides you with the edge to make sharper decisions than your peers who prefer to ignore feelings, whether their own or the feelings of others.

Apart from sound decision-making, your emotional intelligence makes you an intelligent motivator, which will bring out the best your team has to offer. Your emotional intelligence can change the impact of your organisational vision from merely making sense from a business perspective, to an inspirational message that employees understand, feel and underwrite with their

# Consider a Quality Management System



Are you delivering consistently excellent customer service?

The implementation of a Quality Management System ensures that you not only look at the "Quality" of your product and the service you provide for consistent customer satisfaction but you also have the opportunity of reviewing your business's "Management Systems" for effective cost savings and people involvement. An ISO 9001:2000 Quality Management system is

based on eight Quality Management Principles that can be used by top management in order to lead, direct and control the organisation towards improved performance. In brief they are:

- Customer Focus
- Leadership
- Involvement of people
- Process Approach

- System approach to Management
- Continual Improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships.

LCT Solutions are QMS Consultants and we can help you define a sound Quality Management System.

attitude and loyalty.

Emotional intelligence interventions are not aimed at turning you into a blubbing fool. On the contrary. You will learn to be aware of, identify, understand, use and manage a very important part of your being for your own benefit, that of your family, and for the benefit of your organisation. You will learn to become who you were meant to be: a person who utilises all his / her faculties.

Written by:  
Antoinette Rossouw

Kind regards

LCT Solutions

For further information on EI email  
info@lctsolutions.co.za



**'In the fields I have studied, emotional intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn't make you a star. Emotional Intelligence can.'**

**Warren Bennis, Leadership pioneer, author and researcher**

## LCT Solutions

10 Birkenhead Road  
Land en Zeezicht  
Somerset West, 7130

Phone: +27 (0)21 851 5690

Fax: +27 (0)86 614 1448

E-mail: info@lctsolutions.co.za



## **LCT Solutions**

10 Birkenhead Road  
Land en Zeezicht  
Somerset West, 7130

Phone: +27 (0)21 851 5690  
Fax: +27 (0)86 614 1448  
E-mail: [info@lctsolutions.co.za](mailto:info@lctsolutions.co.za)

LCT Solutions is a consulting and training company formed in 2001. The company has its office in Cape Town, however offering our services on a national and international basis. LCT Solutions comprise a number of experienced professionals offering Business Consulting, Skills Development Facilitation, registered trainers OBE facilitators, assessors and moderators.

**Helping you Achieve your Success**

[www.lctsolutions.co.za](http://www.lctsolutions.co.za)

# LCT Solutions Services

- Business Awareness & Productivity Skills.
- Supervisor and Team Leadership.
- Occupational Health and Safety Training
- Substance Abuse Training
- Fundamental Management Skills
- Project Management.
- Effective Sales Techniques.
- Marketing Skills
- Team Building
- Quality Management Systems (ISO)
- Service Excellence.
- Effective Communication.
- Financial Management for Non-Financial Managers
- Cultural Diversity.
- Conflict Resolution
- Skills Audit and Training gap analysis
- Compliance auditing
- Financial Literacy
- Customer Service
- Leadership Development
- Coaching