



# ADDRESSING AN EMOTIONAL INTELLIGENCE NEED FOR A GLOBAL BANK

## Context

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- This bank is one of world's largest financial institutions with offices in over 80 branches.
  - The bank had to undergo significant change in the way they work owing to external requirements. The organization was struggling to impact the required change with the prevailing environment.
  - The exit interviews conducted for individuals revealed that maximum employees were leaving due to their line managers.
  - The internal environment was not very optimistic or positive. Employees were experiencing high stress levels and did not have any clarity on their career progression within the bank.
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## Our Approach

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- Since emotions including contentment, self expression and adaptability can hamper performance the EI route was chosen
  - The PEQM (Personal EQ Meter) tool was administered to identify their current emotional profile
  - The assessment was followed by a one-on-one feedback for each leader, to help them understand how their profile impacted their response to change, and how they could now look to lead the change
  - A workshop was conducted to help the leaders learn about tools that could be used to express their emotions and deal effectively with change
  - Group analysis of the PEQM profiles of the leaders, provided us and the bank insights and recommendations. A few areas identified were verbalisation of emotions & celebrating successes to bring in more positivity
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## Outcomes

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- Unearth the real barriers that would not have been identified, making the change process faster and effective.
- We were also able to recommend where the organisation should focus on to enable the change, besides the obvious interventions in processes, structures etc.