



# DRIVING CHANGE THROUGH EMOTIONALLY INTELLIGENCE AT A LEADING TELECOM COMPANY

## Context

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Following a strategy change at the organizational level, our client, a leading Mobile Company was in the midst of a significant transformation of organization structures and practices. The client recognised the need for a step change in the people capabilities to inject greater speed in execution of the new strategy which would lead to greater commercial success and higher valuation. The starting point of the strategy was the set-up of the infrastructure and the recruitment of the best available talent. The client focus then shifted to enhancing organizational capability, particularly at the Top Management level.

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## Our Approach

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Being in a state of flux, leaders needed to demonstrate resilience and lead their teams through the change. To meet the above objective, the initiative started with a self assessment tool, Personal EQ Meter. Insight into Personal EQ profile, was followed up by a 2 day workshop on Emotional Intelligence (EI) focusing on – Understanding EI and its components (including self-awareness, self-management, social awareness, relationship management) and application of EI in situations of change management, team dynamics, conflict resolution, negotiations etc. This was followed by reviews with the stakeholders.

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## Outcomes

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- Increased awareness of self emotions & emotions of other; led to better work relations
- Alignment on the business plan, and shared agreement on action steps