



LEADERSHIP DEVELOPMENT PROCESS FOR A LEADING IT SERVICES ORGANIZATION

Context

Leaders in multinational inspection, product testing and certification company were highly skilled technically and very task-focused, but often had trouble managing their stress, thus transferring their anxiety to their team members. With the people-connect missing, their behaviors led to frequent conflict and created an uninspired, hostile and silo-based environment for their teams. Realizing that such an environment would work against their long-term growth plans, **the organization partnered with InspireOne for a leadership development intervention titled 'Building Human Capital' based on Emotional Intelligence in order to equip leaders across locations with critical leadership competencies to build an engaged workforce.**

Our Approach

- Participants used the Personal EQ Meter, an online tool designed to accurately assess and develop a person's Emotional Intelligence
 - The PEQM™ was administered in conjunction with a development workbook and feedback from a certified EI consultant
 - This was followed by a 3-day Building Human Capital workshop for different locations.
-

Outcomes

- Leveraged the organization's human capital through Emotionally Intelligent leadership
- Built A culture of trust and empathy which would lead to high productivity
- Created a more engaged workforce