



ORGANIZATIONAL EMOTIONAL INTELLIGENCE WITH TERESA QUINLAN

Organizational Emotional Intelligence requires a CUSTOMIZED approach. Together, based on your organizational needs, performance gaps, culture, values, and goals, we determine the structure and content needed to achieve excellence.

The 3 primary areas for our attention are:

1. Executive Presence
2. Leadership Excellence
3. Employee Ownership

No matter how you throw the dice, emotional intelligence skills account for 67%, 2/3rds, of a leaders' day to day responsibilities and success. NOT having these skills is often the reason why leaders experience burnout, imposter syndrome, toxic behaviours, and why they can contribute to poor performance, disengagement, and lack of employee wellbeing.

For employees, 40% of their operational responsibilities, is rooted in emotional intelligence. There is no denying that these skills are critical for excellence within any individual, team, and organization.

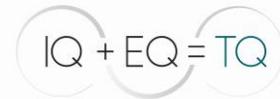
CUSTOMIZE YOUR ORGANIZATIONAL EXPERIENCE

The options for engaging with Teresa Quinlan, IQ+EQ=TQ include the following:

1. 1:1 Coaching
2. Workshops
3. Emotional Intelligence Assessment
4. Speaking
5. 30-Day Challenge

Each of the above options are described in the following pages.

Consider that your customization is a 'plug and play'. You decide, along with consultation from Teresa Quinlan, the best way to approach emotional intelligence and leadership development.



1:1 COACHING – EXECUTIVE PRESENCE AND LEADERSHIP EXCELLENCE

1-on-1 coaching achieves the highest, and fastest development in emotional intelligence skills and their applications across all desired outcomes (whether Executive performance, Leadership effectiveness, Sales, or Individual contributor success).

TIER	FOUNDATION	MATURITY	MASTERY
Description	The fundamentals in emotional intelligence are Emotional Self Awareness and Regulation. Key EQ skills to lay the foundation for greater understanding of your emotions, your triggers, your values and beliefs, your personality, what's meaningful and important to you, and how to regulate your emotions so that you have a greater sense of well-being and balance.	Maturity moves beyond the fundamentals and into consistency across all situations, environments, and people. Specific EQ skill development in empathy and assertiveness, independence and personal responsibility, decision making, impulse control, and adaptation leads to greater levels of performance.	Mastery is the result of consistent effort over time; challenging the self to grow beyond the comfort zone of yesterday. This is an evolution of the self, with mastery in the 5 realms and 15 skills of emotional intelligence. Transformation results in a life by design with purpose and meaning at its center. EQ skills become integrated into the self as simply part of who and how you are.
# of Sessions	20 sessions; weekly	35 sessions; weekly	52 sessions; weekly
Investment	Contact me for our DISCOVERY CALL and information on fees.		
EQ Assessment	Pre-Assessment	Pre-Assessment	Pre and Post Assessment



WORKSHOPS

The workshop experience is a combination of content facilitation, group discussion, activities to engage and enrich collaborative learning breakthroughs, case studies, and application scenarios.

Workshops are deliverable face to face, virtual (via Zoom), and a blend of these two approaches. Workshops can be approached as a series or as one-time events.

Learning with peers in the workshop environment provides the diversity of experiences, learning styles, perspective, and the vibrant nature of a consortium of IQ and EQ abilities. This diversity enriches the learning experience led by the facilitator who will bring to the group a depth of emotional intelligence content, exercises to develop skills, practices to implement on the job, activities to deepen learning, and examples/case studies for direct application to organizational performance (i.e., Leadership responsibilities).

In all Emotional Intelligence (EI) workshops, the application of EI skills is directed toward Leadership responsibilities, and excellence in performance.

I have specially designed 8 SERIES workshops and 5 Single Event workshops. Customized workshop events can be designed at your request.

1. Emotional Intelligence from A to Z.

This is a 5-part series of 20 sessions, coordinated with the 5 realms and 15 skills in emotional intelligence. This series is delivered over 5 months. Each month there are 3, 1.5-hour sessions dedicated to the development of an emotional intelligence realm and 1 Follow Up session.

- A. Part 1: Self Perception. Session topics are: Emotional self-awareness, Self-actualization, and Self-regard.
- B. Part 2: Self Expression. Session topics are: Emotional expression, Assertiveness, and Independence.
- C. Part 3: Interpersonal. Session topics are: Interpersonal relationships, Empathy, and Social Responsibility.
- D. Part 4: Decision Making. Session topics are: Impulse control, Problem solving, and Reality testing.
- E. Part 5: Stress Management. Session topics are: Flexibility, Stress tolerance, and Optimism.

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2. LEQdership: Pillars of Emotionally Intelligent Leadership.

This is a 5-part series of 20 sessions, focused on the 5 pillars for emotionally intelligent leadership. Each pillar is the combination of 6 emotional intelligence skills used in combination with each other for excellence in leadership. This series is delivered over 5 months. Each month there are 4, 1.5-hour sessions.

- A. Pillar 1: Authenticity. An authentic leader engages in self care strategies that allow them to thrive in stressful environments and models fair and moral behaviour.
- B. Pillar 2: Coaching. This leader can elevate skills by identifying individual strengths and weaknesses and building teams that are dynamic and high performing.
- C. Pillar 3: Insight. A leader provides insight by sharing a purpose and hopeful vision; employees are compelled and inspired to exceed goals. This leader can lead through the most difficult times; uncertainly, change, and disruption.
- D. Pillar 4: Innovation. An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. The innovative leader creates the safety for employees to embrace a culture of learning and continuous growth.
- E. Pillar 5: Leadership Derailers – Avoid the Feared Four. Impulse control, Stress tolerance, Problem solving, and Independence. Without these skills, leaders are at a high risk of derailment, associated with adopting more passive leadership styles.

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3. Self LEQdership: Individual Excellence.

This is an 8-session series taking a lasered approach of the Personal Competence skills within emotional intelligence. The results are personal responsibility for one's emotions and the management of them. This series is delivered over 2 months. Each session is 1.5-hours.

- A. Session 1: Emotional self-awareness. The foundational skill sets the cultural tone.
- B. Session 2: Self-actualization. This skill contributes directly to one's sense of wellbeing, or happiness by engaging in meaningful activities that elevates confidence.
- C. Session 3: Self-regard. Understanding one's strengths and weaknesses is part of being able to direct talents and skills where they will be most impactful.
- D. 'Intermission Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied day-to-day.
- E. Session 5: Emotional Expression. This skill enables development and integration of feelings into the data we use for connecting, communicating, and problem solving.
- F. Session 6: Stress Tolerance. One's ability to manage anxiety, stress, worry, uncertainty is required in any workplace. Development of this skill decreases occurrences of dis-engagement, overwhelm, burnout, and sick days and increases resilience.
- G. Session 7: Flexibility. Understanding our ideal state for the task at hand is how top performers excel. Emotional intelligent individuals outperform their peers by 70% because of their ability to understand their emotions and adapt.



- H. 'Finale Session' 8: This session is dedicated to ensuring all concepts from sessions 5-7 are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.

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4. Team Excellence: Social Awareness and Relationship Management

This is an 8-session series taking a concentrated approach on the Social Competence skills within emotional intelligence. The results are a magnification of social skills – how we work together with each other and manage relationships with greater effectiveness. This series is delivered over 2 months. Each month there are 4, 1.5-hour sessions dedicated to the development of the 6 specific emotional intelligence skills, plus 2 follow-up sessions.

- A. Session 1: Interpersonal relationships. Being able to create mutually satisfying relationships built on the foundation of compassion and trust is how any team, any organization, succeeds.
- B. Session 2: Empathy. Empathy is the ability to understand perspectives, including others beliefs, experiences, feelings. This skill contributes to our abilities to work together, to be collaborative, inclusive and to diversify our thinking. Empathy is the antidote to groupthink and stagnation.
- C. Session 3: Social Responsibility. The whole is more important than any one part; this session amplifies the skills and mindset for 'we', unity, and commitment to organizational goals.
- D. 'Intermission Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.
- E. Session 5: Problem Solving. When groups are emotionally triggered due to high stakes, tight deadlines, limited resources, problem solving skills are hard to come by. We become influenced and biased and judgemental. Instead of solving problems, we spend time arguing. Development of this skill sets our judgements and biases aside so that we can spend time in creativity, collaboration, and innovative problem solving.
- F. Session 6: Assertiveness. Often confused with aggressive or passive aggressive behaviours, assertiveness contributes to workplaces where blameless problem solving and speak straight conversations occur. These behaviours result in cultural maturity.
- G. Session 7: Impulse Control. Interrupting others and rash decision making destroys trust. Development of this skill ensures the foundation of trust for every relationship is established and maintained.
- H. 'Finale Session' 8: This session is to ensure all concepts from sessions 5-7 are understood, exercises are done correctly skill development, and practices are applied.

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5. Stress Management - Avoiding the Burnout Crisis

This is a 4-session series concentrating on the wellbeing of employees. A lack of skills in stress management, crisis management, and wellbeing practices are costing millions of dollars annually in disengagement and sick leave. This series will improve personal responsibility in habitual self care practices that increase resiliency, optimism, and growth mindset. This series is delivered over 1 month; 4, 1.5-hour sessions dedicated to the development of 3 specific emotional intelligence skills, plus 1 follow-up sessions.

- A. Session 1: Emotional self-awareness. We must first be aware before we can manage. This session increases awareness to what triggers us to behave poorly, become disengaged, underperform, and experience low levels of performance.
- B. Session 2: Self-actualization contributes to one's wellbeing and ability to manage stress by increasing skills and mindset for continuous learning, and optimism.
- C. Session 3: Stress tolerance. This session is focused on healthy, powerful, and practical strategies for managing stress and building one's resilience.
- D. 'Finale Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.

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6. Decision Making - Prioritization, Delegation, Problem Solving, Reality Testing and Impulse Control.

This is a 4-session series intent on elevating skills for collaboration and teamwork. This series is delivered over 1 month; 4, 1.5-hour sessions dedicated to the development of 3 specific emotional intelligence skills, plus 1 follow-up sessions.

- A. Session 1: Impulse Control. Avoiding rash decision making, leaping before looking, and succumbing to temptation (like interrupting) are skills that assault creativity and motivation. Impulse control is the emotional intelligence skill that keeps these toxic behaviours out.
- B. Session 2: Reality Testing. Optimism and hope are necessary for motivation, yet left unbalanced with objectivity, and they are a recipe for disappointment and let down. Reality testing is the emotional intelligence skill that balances optimism and keeps our eyes objectively focused on what is really going on.
- C. Session 3: Problem Solving. Development of this skill harnesses an individual, and teams, abilities to keep bias and personal judgement out of the problem-solving space. This is when innovation can flourish!
- D. 'Finale Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.

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7. Relationships – Building High Performing Teams

This is a 4-session series intent on elevating skills for building teams that can get things done without the drama and the toxicity. These teams are built upon the emotional intelligence skills dedicated to the balance of empathy and assertiveness while keeping our emotional self-awareness laser focused on how our own emotions are derailing our success. This series is delivered over 1 month; 4, 1.5-hour sessions dedicated to the development of 3 specific emotional intelligence skills, plus 1 follow-up sessions.

- A. Session 1: Emotional Self-Awareness. Teams require individuals that can operate at their optimum. The foundation of this is one's emotional self-awareness – knowing what triggers them OUT of optimum and regulating that disruption.
- B. Session 2: Empathy. Teams that work well together UNDERSTAND each other. They know each other's owner's manual. This session digs into how to utilize this skill to amplify diversity, inclusion, and equity in the team dynamic.
- C. Session 3: Assertiveness. High performing teams need people who know how to speak up and share their experiences, their thoughts, their ideas, their feelings. Individuals that can put all the information on the table and then look at it objectively to find the best solution for moving forward; together.
- D. 'Finale Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.

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8. Crucial Communications – Expectations, Accountability and Difficult Conversations.

This is an 8-session series taking a concentrated approach to one of the most difficult skills any individual or leader will acquire. The results are a magnification of relationships, influence, and a culture of accountability. This series is delivered over 2 months. Each month there are 4, 2-hour sessions dedicated to the development of the 6 specific emotional intelligence skills, plus 2 follow-up sessions.

- A. Session 1: Getting the Self 'Right'. Emotional self-awareness and management are the foundations to a culture of accountability. We begin this series developing our skills in emotional awareness and management so that we can always begin on the right foot.
- B. Session 2: Describing the Difference. When it's time for accountability it's because what we expected and what we observed don't align. Something went wrong – a violated expectation, a broken promise, bad behaviour. Our ability to emotionally express with assertiveness is the use of 2 critical emotional intelligence skills to beginning the conversation with clarity.
- C. Session 3: Listen Between the Lines. Empathy is our ability to understand and we can only understand as well as we can listen. Development of our listening skills comes



- from our ability to know what we might be listening for – the source of influence...the root cause.
- D. 'Intermission Session' 4: This session is dedicated to ensuring all concepts from the first 3 sessions are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.
 - E. Session 5: Addressing the root causes of Motivation issues. Coaching to excellence by closing motivation issues for performance.
 - F. Session 6: Addressing the root causes of Ability issues. Coaching to excellence by closing ability issues for performance.
 - G. Session 7: Coaching to Performance – Who Does What by When.
 - H. 'Finale Session' 8: This session is dedicated to ensuring all concepts from sessions 5-7 are clearly understood, exercises are being done correctly for optimum skill development, and practices are applied in day-to-day tasks and interactions.

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ONE TIME EVENT Workshop Offerings:

*2-hour workshop events. CONTACT ME FOR YOUR DISCOVERY CALL AND INFORMATION ON FEES.

- 9. Feedback and Coaching for Performance Excellence.
- 10. Communication Excellence: How to inspire and motivate others.
- 11. Leading Remote Teams.
- 12. Leading through Change and Difficult Times.
- 13. Blameless Problem Solving - Creating Cultural Maturity.
- 14. Leading with Empathy and Assertiveness: The Foundation of a Trusting Culture.



EMOTIONAL INTELLIGENCE ASSESSMENT

The reliability of an assessment is often referred to as its consistency; how consistent it is at measuring what it aims to measure. Validity ensures accuracy and usefulness of an assessment for what is intending to measure.

The EQi-2.0 emotional intelligence assessment, exhibits strong reliability in internal consistency and test-retest; meaning it measure what it is aiming to measure – emotional intelligence, and continues to be the most valid emotional intelligence assessment available, worldwide.

Depending upon your needs, there are 5 EQi Assessments available.

EQ-i 2.0 Workplace Report

A self-report used to assess anyone within the workplace.

EQ-i 2.0 Leadership Report

A self-report used to assess leaders within the workplace.

EQ 360 Workplace Report

A multi-rater report used to gain insight into an individual's EQ 360 results, with in-depth analysis specific to workplace context.

EQ 360 Leadership Report

Adding to the features of the Workplace 360, this multi-rater report also helps to view scores through a leadership lens.

EQ-i 2.0 Group Report

A report used when your organization wishes to work on team-level strategies as it enables discussions around team-level implications of emotional intelligence.

**sample reports can be provided*

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SPEAKING

Emotional intelligence is a dynamic topic that is often met with equal parts curiosity and confusion.

What is it exactly? How does it help? What does it do? How do we get it? Does it mean I'll be more 'sensitive'? Does it mean we will cry more often? Does it mean I'll be more 'emotional'?

The topic of emotional intelligence is a vibrant and energetic topic that easily fuels an audiences' engagement and interest. My passion for and depth of knowledge in, this topic, fuels the energy that I bring to the table when speaking.

Whether for a:

- Lunch and learn
- Employee recognition event
- Retreat
- Keynote
- Panel discussion
- Webinar
- Seminar

Emotional Intelligence is a fascinating topic!

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*travel costs not included (if required)



EQ WITH TQ 30-DAY CHALLENGE

Employee well-being enables core business objectives. Abundant data by Gallup, Deloitte and the Centers for Disease Control show that high employee well-being boosts engagement, lowers turnover and absenteeism, improves customer service and product quality, and leads to higher profits, lower healthcare costs and even higher shareholder value.

Large scale impact of employee wellbeing can be achieved in my organizational 30-day Wellbeing challenge.

This 'app' based, gamified, challenge gives the entire organization access to emotional intelligence development directly from their mobile device or laptop in a fun, motivating, and inspiring platform.

In this 30-day challenge, I guide your organization through exercises and practices related directly to wellbeing so that, in 30 days, employees have created habits and practices that result in noticeable changes to well-being.

The commitment is the power of 5: 5 minutes a day, 5 days a week, 5 key areas.

1st area is daily gratitude

2nd area is daily inspiration, wellbeing oath, and reflection of your EQ practices

3rd is the social sharing of your experiences on the win wall

4th area is Coach's Corner where you get hot tips from me with just in time learning

5th area is an in-depth coaching session to develop the emotional intelligence skills that amp up your well-being: Self-awareness, Self-actualization, Relationships, Optimism, and Self-regard.

Live weekly sessions for open Q&A encourages deepening the learning throughout the week and ensures participants have their questions answered.

The leaderboard gamification provides healthy competition and earns points for prizes at the end of the challenge, including private coaching sessions!

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