

TTI SUCCESS INSIGHTS®  
DISCOVER • ENGAGE • ADVANCE • PERFORM

## Make Better Decisions with **TTI EMOTIONAL QUOTIENT™**

*“After assessing our staff, implementing EQ training, and working on employees’ specific work strategies, we saw a 25% increase in annual profits.”*



PROVIDED BY:



**KELLEN JAMES**

*Process | People | Performance*

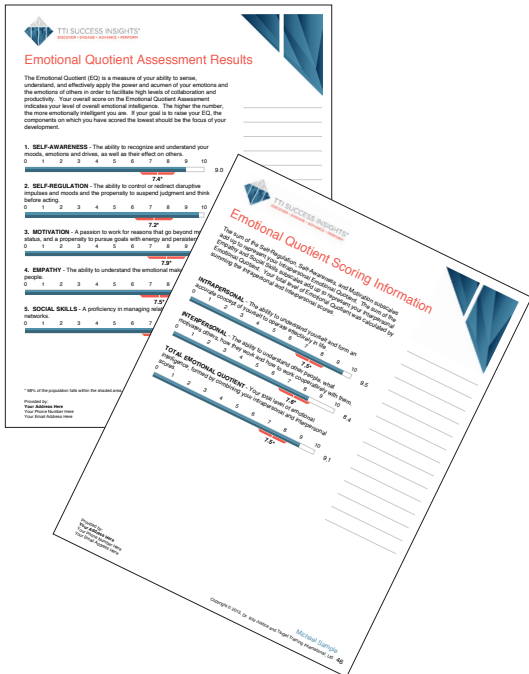


Emotional Quotient (EQ) measures **emotional intelligence**, or your ability to sense, understand and effectively apply the power and acumen of emotions to **facilitate high levels of collaboration and productivity**.

With EQ training, your employees will develop the skills and knowledge to better understand your customers, how to manage their expectations, and ultimately meet their needs.

*TTI Emotional Quotient is available as a stand-alone report, or integrated with Behaviors and Motivators in TTI TriMetrix® EQ.*

# What Does Emotional Quotient Provide?



The Emotional Quotient report looks at a person's emotional intelligence, which is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of **collaboration and productivity**. The report was designed to provide insight into two broad areas: **Intrapersonal and Interpersonal emotional intelligence**.

This report measures five dimensions of emotional intelligence:

1. Self-Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Social Skills

*Studies have shown that salespeople and customer service agents who have undergone EQ training develop more accounts, **have higher sales, deliver strong customer service and realize better customer retention** than those who have not.*

*(Consortium for Research on Emotional Intelligence in Organizations)*

