

## We are very excited to introduce our new consultants:

**Emile Kolbe**  
Western Cape

**Adeline Lucas**  
Free State &  
Kwazulu Natal

**Gilbert Lawrence**  
Gauteng



*“The vision is really about empowering workers, giving them all the information about what’s going on so that they can do a lot more than they have done in the past.”*

*Bill Gates*

Mother’s Day is a celebration honouring the mother of the family, as well as motherhood, maternal bonds, and the influence of mothers in society.

Wishing you all the love and happiness you so richly deserve...

## Happy Mother’s Day!



# Emotional Intelligence (EQ) in the workplace

## Emotional Intelligence is commonly defined by four attributes:

- Self-awareness – You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.
- Self-management – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- Social awareness – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- Relationship management – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

## What are the benefits of high EQ?

- ⇒ A study that compared outstanding managers with average managers found that 90% of the difference was accounted for by EQ.
- ⇒ The biggest indication of whether or not an individual will take the lead in their team is their emotional intelligence, even when their IQ and personality are taken into account.
- ⇒ Managers with well developed emotional intelligence skills are more likely to outperform revenue targets, than those with underdeveloped emotional intelligence skills.
- ⇒ 67% of attributes that employers look for are emotional intelligence competencies.
- ⇒ Employees with a manager with high Emotional Intelligence are four times less likely to leave than those with a manager with low emotional intelligence.

## How can you increase EQ?

- ◆ Being assertive and expressing difficult emotions when necessary.
- ◆ Maintaining a positive attitude.
- ◆ Try to keep your cool and manage stress.



### **Head Office:**

021-201 5077

### **Eastern Cape:**

Janine—083 235 0707

### **Free State:**

Adeline—081 010 1613

### **Gauteng:**

Anita—074 842 2298

Rosanna—076 512 1119

Gilbert—076 401 1207

Maxine—082 693 4239

### **Mpumalanga:**

Amanda—060 505 3329

### **Western Cape:**

Hayley—079 680 1982

Emile—072 111 6278



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Bill Gates is one of the most successful businessmen in the world here is a look at six of his best pieces of wisdom when it comes to business *BY OISIN COLLINS*

1. **Don't make the same decision twice...**

On making decisions about your business, Gates advises people to take their time. Consider the issue from every angle and make sure whatever choice you make is the right one for your business. You don't want to be wasting time coming back and having to change your original decision.

2. **Competition is good, it drives a business on...**

Gates is a firm believer that competition is what makes a business stronger and helps the business grow. If left on your own without competition, what is going to push you to make your business better? Don't fear competition from rivals, embrace it and move your business forward accordingly.

3. **Customer Criticism is also good...**

Gates has previously underlined the value of the critical customer. He is a firm believer that criticism from clients and customers is vital to moving a business forward. So if you receive some criticism or negative feedback from your customers, don't dismiss it because it wounds your pride. Take that criticism and turn it into an area of strength for your business.

4. **Learn from your mistakes...**

While Gates is one of the most successful business men on earth, he has made his fair share of his mistakes in the past but he thinks they were vital to making him the success he is today. If you make a mistake, don't brood or dwell on it, don't think you are a failure, everyone makes mistakes. How you react to your mistakes is what matters, not the mistake itself.

5. **Keep your feet on the ground...**

While it is important to recognize and celebrate success to a certain extent, Bill Gates cautions people not to allow themselves to get caught up in their success. Do not think that just because things are going well now that you can relax and you will stay at the top. When you start achieving success, it is important that you drive on and work as hard as ever to keep the business thriving.

6. **Be ready for change...**

The business world is constantly changing and the reason Bill Gates has stayed at the top of his field is his willingness to embrace change. Change is resisted by most people out of fear of the unknown but it is important that businesses utilize changes in business, in technology and other such areas. Be ahead of the curve.

Mama Taxi from <http://mamataxi.blogspot.co.za/>

**Mama Taxi**

Deni Brown & Gavin Thomse

