



The Art of Excellence

Leadership. Teamwork. Success.

October 2008

Sylvie Gervais-Leduc

We Are Creating Excellence When...



We role model emotional intelligence.

Dear _____,

Emotional Intelligence has been a very popular topic in the business and leadership world over the last decade. Before this time, we used to think that having “intelligence”, in other words, a high IQ would determine how well one would succeed in life. Intelligence tests were developed and school programs were built on the principle of building and developing intelligence and all aspects related to intelligence. Over time, we have found that there is more to success than intelligence and a new thought has emerged. Although a certain level of intelligence is very important (average at least) it does not determine success. Emotional Intelligence (not “created” however made popular and brought to the world by Daniel Goleman) helps us to understand what great leaders, hugely successful business people and the average Joe who lives with great joy has going for them, Emotional Intelligence (EQ).

Emotional Intelligence comprises of four major categories; 1. Self Awareness 2. Self Management 3. Social Awareness and 4. Social Management. Self-awareness is the ability to know one’s strengths, weaknesses, triggers, preferences, abilities. Having this ability allows you to bring people on board who can “fill in the gaps” and/or compliment you leaving

**LOOK FOR SYLVIE'S
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Have you got your team together and registered for one or the upcoming workshops?

Don't miss out -- Do it today

How?

Call Ann at

705-969-8827

or

866-827-8448

or

Register online at

www.taoc.ca

you free to focus on what you are good at and experience success all around. It also allows you to organize your life and your work around what you need in order to be “at your best”! Self-Management allows you to manage your thoughts and emotions, to focus attention on a task, to stay on track with a goal until you achieve it, to motivate yourself, to choose your attitude. Social awareness allows you to tap into the “current” trends in your market, the political climate, your community’s needs. It also allows you to understand what is going on in the workplace (i.e. morale) and how decisions will affect people as well as the bottom line. Social Management allows you to use what you are socially aware of to bring about what you need in order to succeed. To shift morale, to use the current social climates in support of your goals, to change directions in order to better serve your clients, your market, your community.

Emotional intelligence, unlike “intellect” can be learned. The sad news is only 10% of the population “naturally develops” high levels of emotional intelligence and it does vary according to the age group (ages 35 to 70, on average, as the highest scoring group).

Although it is crucial that great leaders and successful business people have high emotional intelligence, it is of benefit to everyone when people at all levels within a business or organization possess at minimum, good emotional intelligence. There seems to be a shift in the expectations on the average worker to possess these skills and for the generation where this was never “requested” of them, there is a struggle to understand the “trend”. In a world where there is a shrinking number of employees available to fill jobs and a new generation of “the world owes me” coming into the workforce, times are calling upon leaders to role model very high emotional intelligence as well as invest in finding creative ways to help their employees to develop this necessary skill. It is with this emotional

intelligence, perhaps what we used to call “maturity” that workplaces can begin to focus on the work and the joy of creating goals and quality goods and services rather than feel the need to be hand holding and/or babysitting their people. Everyone wants to do good work and be recognized for their contribution, it is a basic human need. With simple skill development around emotional intelligence, the focus can return to the task at hand, the daily work routine and the development of goods and services.

Have an EXCELLENCE month!

Sylvie Gervais-Leduc

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The Art of Excellence

Upcoming Events !

**Tues. November
4th**

**9:00 a.m. to 4:00
p.m.**

at

**Ristorante
Verdicchio's,
Sudbury, ON**

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Thurs. November 20,

The Leader's Code of Excellence

Developing the Leader from Within

Come spend the day with Executive Coach Sylvie Gervais-Leduc, and see what the "Leader's Code of Excellence" entails, have the opportunity to evaluate where you are currently vis a vis those skills and how to develop Leadership Excellence at all levels within your business or organization!

The Great City of Sudbury Chamber of Commerce presents...

The Art of Excellence

2008

8:30 am - 11:30 am

Chamber Board Room

Continental Breakfast
included

Pre-registration is
required...call 673.7133
for more information.

Investment Members
\$50.00 + GST

Future Members \$75.00
+ GST

D i S C

What's Your Style?

Join Louise Bergeron Certified Corporate Coach from The Art of Excellence for a half day work shop. This workshop provides an in-depth perspective of behavioural and communication "style" tendencies. This allows people to understand themselves and others and work more effectively individually and in teams.

- Create better quality relationships in and outside of work
- Manage stress and the demands of change
- Help build positive and more productive teams