

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.**”*



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.*

**PROVIDED BY:**



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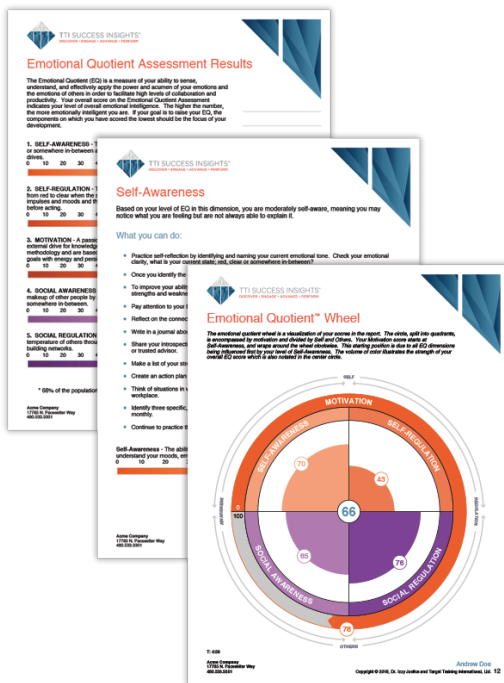
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Selection • On-Boarding • Development • Team Building • Selling Skills

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# 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: **awareness of self and others**.

This report measures five dimensions of emotional intelligence:

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

*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)*

