

LEADING WITH EMOTIONAL INTELLIGENCE

EMOTIONAL INTELLIGENCE 2.0

BOOK REVIEW OF “EMOTIONAL INTELLIGENCE 2.0”
BY TRAVIS BRADBERRY AND JEAN GRAVES

By **Sebastien Henry**, Executive Coach & Trainer
Emotional Intelligence Expert for Progress-U Ltd.



Dear Reader,

Let me introduce you to an interesting book, "Emotional Intelligence 2.0", by Travis Bradberry and Jean Graves, the founders of Talentsmart, an EQ solution consultancy based in California, USA. I was certified as their first facilitator in Asia five years ago.

The book offers several things:

First, it has an online assessment of one's level of Emotional Intelligence (EI).

I have never been a big fan of self-assessments on EI. This is because from my point of view and experience, people with the lowest EI get the highest scores. Their lack of self-awareness leads them to rate themselves high in EQ, higher than the score they deserve to get. I prefer 360 assessments on EI whenever possible because people with low EI do not get off the hook.

However, the book's online assessment can give one an idea of which part of your EI is strong, and which needs to be developed.

Secondly, out of the dozens of books I have read on EI, this book offers the most practical tools (called "strategies", which I find a bit flattering for the authors). There are 66 tools, some of which may sound like an advice from your grandma dressed in fancy clothes. But many will probably be quite fresh for you.

For example:

- "Keep a journal about your emotions" (what I call "Emotions Log")
 - This is a decisive step for higher self-awareness.
- "Feel your emotions physically"- This entails paying attention to how

an emotion manifests in your body so that you can act on it early.

- “Acknowledge the other person’s feelings” - this makes a huge difference on creating deep relationships. But, based on my own experience, very few people are able to do this.

These “strategies” are not particularly for leaders, but they can certainly benefit from them. In line with Daniel Goleman’s model, the strategies are classified in four categories: self-awareness, self-management, social awareness and relationship management.

Finally, this book’s last section is about Talentsmart’s latest discoveries in Emotional Intelligence. Two are particularly interesting.

The first one is a study about the correlation between a person’s Emotional Intelligence and job title. The study concluded that the more senior the job title gets, the lower is the EI level (Thus, on the average, CEOs have the lowest scores in the workplace).

Another study compared the EI levels of American and Chinese executives. One key finding is that on average, American executives have an EI 15 points lower than Chinese executives in the areas of self-management and relationship management. (Relationship management is as the ability to be aware of emotions and utilize them to manage interactions successfully.)

Apart from its merits discussed above, the book still has some aspects that need to be improved. The online assessment presented transparent questions, letting the person know what to answer if he/she wants to look good. Through my own practice, I have learned to be very cautious in interpreting EI self-assessments. People with high self-awareness and are willing to admit their weaknesses may get lower EI scores than people with low self-awareness who answer the questionnaire

with an intention to obtain good-looking results.

Another room for improvement is the title, which I find more fashionable than accurate. True, the book comes with an access code to a free online EQ self-assessment developed by Talentsmart, but the authors have done this before on their first book, *The Emotional Intelligence Quick Book* and other authors like Marcus Buckingham have done this as well. Secondly, the book uses Daniel Goleman's model. More than a decade ago, Daniel Goleman was the first to promote the Emotional Intelligence outside the academe. The book follows a classical structure: why Emotional Intelligence (EI) is crucial, what are the different skills related to it, and how to develop these skills.

That being said, the book is an interesting read and gives a good contribution to the field of EI.

Last but not least, it is quick and easy to read: within a couple of hours, you will learn significantly. I hope that you will enjoy it as much as I did!

Warmly,

Sebastien

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Sebastien Henry is **Progress-U's expert for Emotional Intelligence (EI) and stress management**. He works with executives who want to:

- avoid feeling exhausted and uprooted as their career takes them to the top;
- become more inspiring leaders by developing their Emotional Intelligence (EI) at work; and, as a consequence
- be able to motivate their people more and retain the best.

Having worked in an Asia-Pacific regional position at a multinational company, Sebastien has experimented extensively on how to develop Emotional Intelligence in his daily work life. He is the author of "Emotional Intelligence and leadership in Asia. Using emotions to lead and inspire your people", to be published in 2010.

He firmly believes in action, and the tools he uses and shares are derived from several areas of his life: his business experience as a corporate executive, of course, but also his intensive practice of mountaineering and rock climbing (7a on-sight and more than 50 alpine routes), his commitment to teach and coach prisoners, and his daily meditations for more than six years.

Positions of his clients as a one-to-one coach are: Asia/Pacific General Manager, Country General Manager, Department Head, etc.

Languages: Spoken and written Mandarin, Japanese, English, Spanish, French (native language)

Credentials:

- MBA (ESSEC), BA in Psychology, BA in Philosophy
- Certified NLP Practitioner and Master Practitioner
- Certified NLP Trainer (NLP, USA)
- Certified Coach (ICC)
- More than 40 days of training with the Gestalt approach at the Paris School of Gestalt
- Certified Trainer of the "EQ Impact Learning" program (Talentsmart, USA)

Services offered: 1:1 Executive Coaching, Group Seminars and Workshops, Key Note Speeches