

# #4: We Promote Human Skills & EQ

We recognize that relationships are important, and that they contribute to successful outcomes. We empower our team to master human skills (aka soft skills). We equip them with tools and techniques so they can grow, not just technically, but also emotionally and socially. This enables them to enjoy themselves more and to experience higher performance. Achieving higher emotional quotients (EQ) enables our people to provide better services to our clients and therefore has a positive impact on our business bottom line.

## Questions for Discussion:

- What components of this declaration do you strongly agree or disagree with?
- What are the most important aspects of the declaration?
- What stories come to mind, in terms of wins or challenges, relating to this?
- What aspects of your organisation/team are you most proud of in relation to this topic?
- What initiatives related to this topic have your team/organisation implemented?
- How much importance is given to social intelligence and emotional intelligence in your team/organisation?
- How relevant are those skills/competencies in performance review discussions?



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