

# Sample Only

# Success Dynamics International

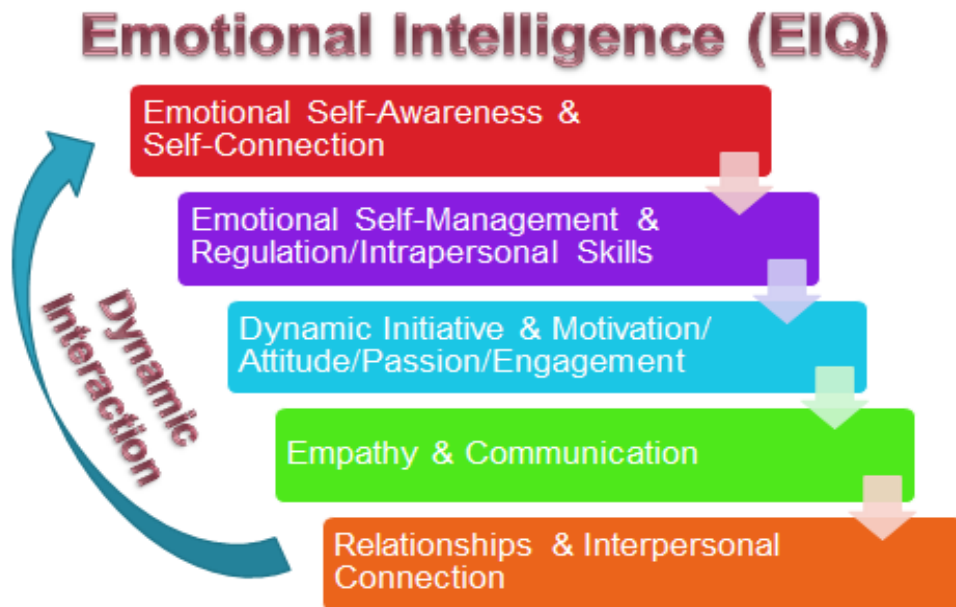


## EQ-2CRM:

# Customer Reactions & Service Report

# The Success Dynamics dimensions of Emotional Intelligence

The emotional intelligence capabilities are Independent (each contributes to job performance); Interdependent (each draws to some extent on certain others with strong interactions); Hierarchical (the emotional intelligence capabilities build upon one another); Necessary, but not sufficient (having an emotional intelligence doesn't guarantee the competencies will be demonstrated); Generic (different jobs make differing competence demands).



THE EMOTIONAL COMPETENCE FRAMEWORK	
Personal Competence	
<p><b>EMOTIONAL SELF-AWARENESS AND SELF-CONNECTION</b></p>	<ul style="list-style-type: none"> <li>• <b>Internal emotional perception:</b> accurately recognizing one's emotions and their effect; being able to correctly identify them</li> <li>• <b>Accurate self-assessment:</b> knowing one's strengths and limits</li> <li>• <b>Self-confidence:</b> strong sense of one's self-worth and capabilities; self-acceptance; self-esteem; legitimate self-assurance; positive self-regard</li> <li>• <b>Knowledge and recognition:</b> personal pride in knowledge, abilities, skills, interests, opinions and competencies</li> <li>• <b>Mission:</b> purpose and direction</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Values:</b> moral compass; sense of right and wrong; integrity</li> <li>• <b>Self-identity:</b> autonomy; self-actualization; temperament; personality</li> </ul>
<p><b>EMOTIONAL SELF-MANAGEMENT REGULATION/ INTRA-PERSONAL SKILLS</b></p>	<ul style="list-style-type: none"> <li>• <b>Self-control:</b> keeping disruptive emotions and impulses in check; restraint</li> <li>• <b>Standards:</b> maintaining internal values and consistency in performance</li> <li>• <b>Conscientiousness:</b> taking responsibility for personal performance</li> <li>• <b>Adaptability:</b> flexibility in handling change; resilience and recovery in dealing with disappointments</li> <li>• <b>Creativity:</b> being comfortable with novel ideas, approaches and new information ; innovation and personal development</li> <li>• <b>Problem solving:</b> overcoming difficulties; making decisions and execution</li> <li>• <b>Managing internal turmoil:</b> tolerance to stress and ambiguity</li> <li>• <b>Resolution:</b> strength of will; personal drive and determination; inner commitment; ambition; persistence and tenacity</li> <li>• <b>Locus of control:</b> assumption of responsibility; energizing</li> <li>• <b>Positivism:</b> taking positive, optimistic, constructive points of view</li> </ul>
<p><b>DYNAMIC INITIATIVE AND MOTIVATION/ ATTITUDE/ PASSION/ ENGAGEMENT</b></p>	<ul style="list-style-type: none"> <li>• <b>Initiative:</b> readiness to act on opportunities; inner energy and excitement</li> <li>• <b>Passion:</b> focus; attachment; sense of destiny</li> <li>• <b>Motivation:</b> movement towards or away from; performance and action; wants and desires</li> <li>• <b>Learning and personal development:</b> desire for self-achievement, growth and improvement; need for self-actualization</li> <li>• <b>Dreaming:</b> vision; planning; goal-setting</li> <li>• <b>Intrapersonal dynamics:</b> interest and engagement with others</li> </ul>

## Social Competence

### EMPATHY AND COMMUNICATION

- **Understanding others:** sensing others' feelings and perspectives, taking an active interest in their concerns
- **Developing others:** sensing others development needs and bolstering their abilities
- **Care and concern:** taking a real interest in others, their perspectives and needs; having an appreciation and sensitivity to the interests of others
- **Service orientation:** anticipating, recognizing, and meeting other people's needs
- **Holistic communication:** noting accurately the verbal and nonverbal communications of others
- **Connection:** sensitivity, compassion and rapport with others
- **Leveraging diversity:** cultivating opportunities through different kinds of people
- **Political awareness:** reading a group's emotional currents and power relationships
- **Feedback:** emotional support; encouragement
- **Social responsibility:** good citizenship; group duty
- **Expression:** the ability to share thoughts and feelings with others accurately; assertiveness

### RELATIONSHIPS AND INTERPERSONAL CONNECTION

- **Influence:** wielding effective tactics for persuasion
- **Social poise:** personal comportment; etiquette; tact; discretion; politeness
- **Conflict management:** negotiating and resolving disagreements
- **Team capabilities:** team play; forming teams; developing synergy; pursuing collective goals; self-sacrifice
- **Leadership:** inspiring and guiding individuals and groups
- **Collaboration:** cooperation; being engaged with others; interdependence; working towards shared goals
- **Change catalyst:** initiating or managing change; creating progress and improvement
- **Building bonds:** nurturing instrumental relationships; cultivating relationships
- **Team capabilities:** creating group synergy in pursuing collective goals

## Client Centered Service

*If you're not serving the customer, you'd better be serving someone who is.  
~Karl Albrecht~*

Assessing client service emphasizes six requisite areas: attitude; listening; asking questions; partnering; negotiation and problem solving. This direct instrument fosters awareness, personal evaluation, and a focus on delivering client centered service.

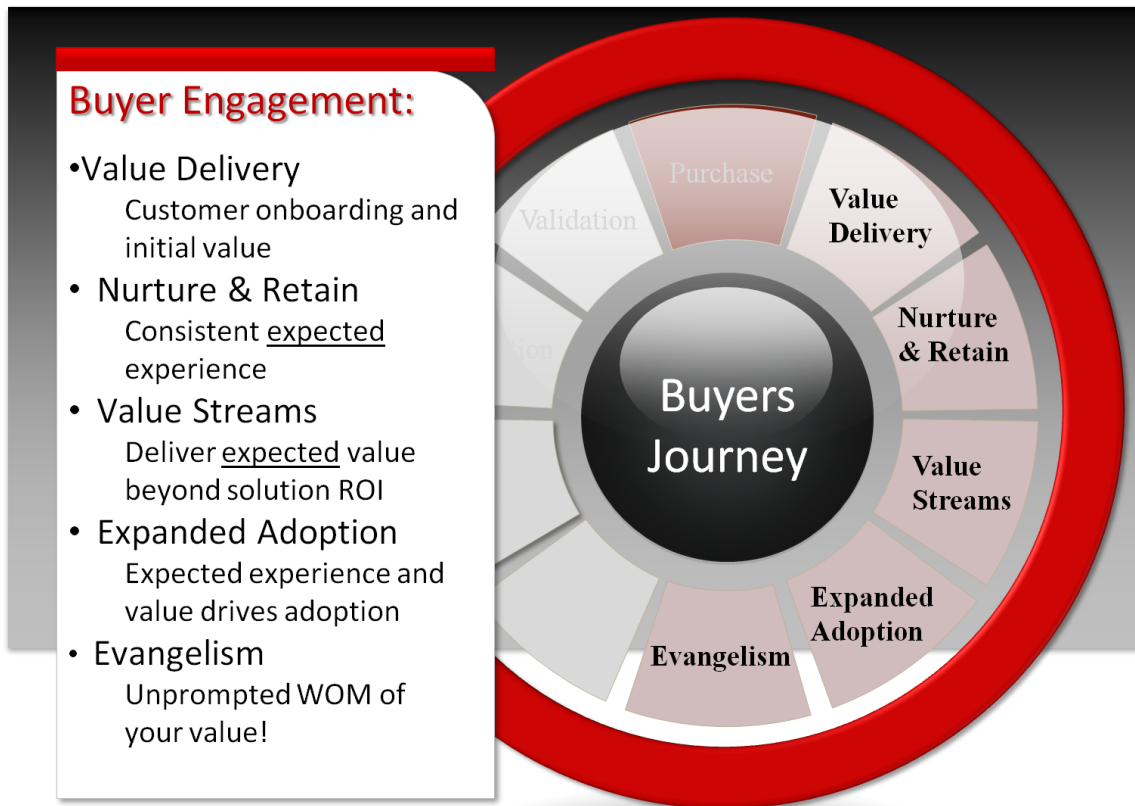
The Client Centered Service Profile is designed to:

- Identify your personal strengths and weaknesses
- Help you understand and empathize with others
- Generate an awareness of client service skills
- Accentuate abilities in customer service
- Assess an interest and affinity in customer service

*We don't want to push our ideas on to customers, we simply want  
to make what they want.*

*~Laura Ashley~*





## Client Centered Service Inventory:



## Client Centered Service Scoring:



Generate your scores on a section by section basis first then add scores together.

For each strongly agree response (5) award yourself 2 points.

For each agree response (4), give yourself 1 point.

For each occasionally response (3), you receive 0 points.

For every somewhat disagree answer (2), subtract 1 point.

For a strongly disagree answer (1), subtract 2 points.

## **Section 1: Attitude**

**We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.**

**~Jeff Bezos~**

If you scored from 14 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or less represents poor customer service.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.

Attitude reflects a positive outlook on interaction. It sees client relationships in an optimistic way that views the exchange as an opportunity to develop and expand connection. A positive customer attitude is comfortable connecting and discussing concerns with clients. The people with superior scores in this area like other people and enjoy being of service. Caring, supportive discussions and constructive feedback are characteristic of a great attitude.

Tips to grow in this area:

1. Connect with audiences and see concerns from their perspective.
2. Focus on developing creative, constructive options where everyone can win.
3. Maintain the smile and poise of someone who both cares and can deliver results.
4. Take an interest in people. Engage in conversation and small talk.
5. Actively use language to demonstrate rapport and empathy. Connect with words, body language and tone.
6. Greet people with energy, enthusiasm and a desire to serve.
7. Have a win/win attitude and see the interaction as an opportunity for development.
8. Be committed to quality and client satisfaction.
9. Deal with people as individuals. Make them feel special.
10. Let clients know that they are appreciated and valued.

Your Attitude score \_\_\_\_\_

## **Section 2: Listening**

**We listened to what our customers wanted and acted on what they said.  
Good things happen when you pay attention.**

**~John F Smith~**

If you scored between 14 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or less shows inattention and/or poor listening.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.

Listening relates to how attentive and engaged you when clients express concerns. Good listeners are aware of both reasoning and emotions. They connect both to actual concerns as well as feelings. Weaker listeners fail to notice nonverbal cues and changes in tone. They allow their minds to wander and may interrupt, This lack of attention makes clients feel their concerns are not respected and they are unappreciated.



Tips to grow in this area:

1. Provide a warm, easy atmosphere where customers feel free to express themselves.
2. Focus on the client. 'Hear' comments, nonverbal and tone.
3. Allow people to fully express their ideas. Do not interrupt.
4. Clarify and confirm what the issues are.
5. Be patient, understanding, empathetic and conciliatory. Make a friend.
6. Reflect back both feelings and ideas.

7. Provide both verbal and nonverbal cues to let people know you are interested, engaged and responsive.
8. Avoid multitasking and being distracted.
9. Paraphrase and summarize key concerns.
10. Actively provide resolution that shows that you have connected.

Your Listening score \_\_\_\_\_

### **Section 3: Asking Questions**

**If you make a sale, you can make a living. If you make an investment of time and good service in a customer, you can make a fortune.**

**~Jim Rohn~**

If you scored between 14 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or below shows a lack of interest and involvement.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.

Effective questioning controls the flow of information and generates connection. By asking the right questions, in the right way, the situation is controlled. Gentle questions share information and confirm understandings. They establish empathy and set the tone for a relationship. They need not be challenging or aggressive. Effective questions share information, ideas and possibilities. They allow for creativity and set the tone for affirmative relationships.



Tips to grow in this area:

1. Have some questions ready that serve to connect and develop rapport.
2. Take a genuine interest in others and their concerns.
3. After asking a question, patiently wait for the response and pay attention to what is said.
4. Use tone and body language to demonstrate genuine interest.
5. Show excitement and energy in applying information for win/win resolution.

6. Mix questions up. Integrate open and closed ones.
7. Use silence effectively to elicit further response.
8. Avoid reacting. Be positive and proactive.
9. Treat people as individuals. Ask for their personal stories.
10. Find out what they want.

Your Asking Questions score \_\_\_\_\_

## **Section 4: Partnering**

**Dedicate yourself to building and maintaining high quality selling relationships with every prospect and customer.**

**~Brian Tracy~**

If you scored from 13 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or less betrays low client engagement.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.

Partnering connects with the client/prospect to your team. It fosters the relationship that develops loyalty and long-term connection. Partnering expresses a genuine desire to provide real value and offer quality service. It comes from consideration and interest. True partnering comes from a real care and concern for the client. It is an alliance in which the client's interests become the over-riding focus.



Tips to grow in this area:

1. Separate concerns from problems. Treat root problems rather than symptoms.
2. Get the client actively involved. Invite suggestions and input.
3. Create dialogue before, after and during the transaction.
4. Be sure the client feels valued as a person and not merely as a stream of income.
5. Take time to personalize and connect individually.
6. Assure clients that their cares and concerns are important to you.

7. Be creative with solutions and possibilities. One size will never fit all.
8. Make sure that solutions are responsive to client interests and desires.
9. Have a system for long-term connection and engagement.
10. Celebrate success together. Feel satisfied when the client is. Connect with feelings.

Your Partnering score \_\_\_\_\_

## **Section 5: Negotiating Conflicts and Differences**

**If you get everybody in the company involved in customer service, not only are they 'feeling the customer' but they're also getting a feeling for what's not working. That's the key -listening to make sure that you understand the customers and that you make them feel that you understand. When a customer calls up with a complaint, we obviously can't change the past. But we have to deal with the problem.**

**~Penny Handscomb~**

If you scored from 14 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or below indicates undue conflict and/or ability to get effective client resolution.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.

Differences of opinion and genuine conflicts will occasionally happen. They may create lost relationships between the individuals involved but, they may engage others as well. Conflict needs to be contained and managed. It is an opportunity for improvement, mutual gain, and long-term relationship. It is essential that it be brought to a positive, definitive resolution.



Tips to grow in this area:

1. When disagreements arise, look for solutions where everyone can win.
2. Develop a long-term view that resolves conflict as well as the emotional frustration to create better rapport.

3. Manage emotions and frustrations by remembering how important the people involved are.
4. Work at being cool, calm and collected even under stress and pressure,
5. Relationships should have a high priority. Let people feel that their satisfaction is critical
6. Avoid defensiveness or negativism. Allow for understanding of both sides.
7. Manage verbal and nonverbal messages. Keep communication channels effective.
8. Reframe conflicts as opportunities for better understanding and improved relationships.
9. Assume assertiveness and a constructive attitude. Aggressiveness and timidity don't work long-term.
10. Confirm satisfaction and agreement. If not, resolution still hasn't been reached.

Your Negotiation and Conflict score \_\_\_\_\_

## **Section 6: Communication and Problem Solving**

**You can have everything in life you want, if you will just help other people get what they want.**

**~Zig Ziglar~**

If you scored from 14 and 20 on a section, this is a strength. You have an excellent grasp of the issues and a willingness to serve clients.

A score of 8 to 13 represents an average score. You need improvement.

A score of 7 or below indicates weak communication.

Scores that are negative indicate that service and client satisfaction provide annoyance and frustration to you. You need a lot of work in this area.



Communication sets the tone for all client relationships. It should be positive and up-beat. Communication is both verbal and nonverbal. Over 90% is in tone and visual cues. By being aware of the messages being sent, positive emotions can be cultivated. Feelings are contagious. By tapping the power of communication and applying effective feedback loops, positive dialogue can set up long-term relationships.

Tips to grow in this area:

1. Genuinely enjoy people. Share a positive attitude and support it by both verbal and nonverbal signals.
2. Be aware of client communication. Note subtle shifts and changes that create the necessity to adjust.
3. Be aware of distortion and distraction. The customer should be a priority that deserves undivided, careful attention.
4. Consider both mental and feeling content. Relationships need positive feelings.
5. Ask for what you want. Ask for more business and repeat business. Tell people they are appreciated and valued

6. Take in feedback both verbally and nonverbally. Request confirmation, detail and amplification.
7. Frame communications in a positive, constructive, optimistic way that focuses on the customer.
8. Smile early and often.
9. Personalize communication.
10. Directly express thanks and appreciation.

Your Communication and Problem Solving score \_\_\_\_\_

## **Totals**

Overall scores of 90 and above represent an exceptional awareness and ability to serve clients.

Scores of 35-89 show an active interest with a strong potential for improvement and growth.

Scores of 34 and below indicate poor customer orientation.

## Combining Primary and Secondary Indices



Copy your Se R Quotient and So R Quotient from page 9.

**SeR Quotient** \_\_\_\_\_ **SoR Quotient** \_\_\_\_\_

Copy your Se M Quotient and So M Quotient from page 10.

**SeM Quotient** \_\_\_\_\_ **SoM Quotient** \_\_\_\_\_

Copy your EIQ-2 Client Centered Service Scores.

### CLIENT CENTERED SERVICE

1. Attitude (page 28) \_\_\_\_\_
2. Listening (page 30) \_\_\_\_\_
3. Asking Questions (page 32) \_\_\_\_\_
4. Partnering (Page 34) \_\_\_\_\_
5. Conflict Resolution (page 36) \_\_\_\_\_
6. Communication (Page 38) \_\_\_\_\_

Multiply each of the EIQ-2 Competency Scores by the SeR, SoR, SeM, and SoM quotients.

## Self-Recognition

<u>EIQ-2 COMPETENCY</u>	<u>SeR QUOTIENT</u>	<u>SeR PRODUCT</u>
<u>Customer Service</u>	_____	
1. Attitude (page 28)	_____	_____
2. Listening (page 30)	_____	_____
3. Asking Questions (page 32)	_____	_____
4. Partnering (Page 34)	_____	_____
5. Conflict Resolution (page 36)	_____	_____
6. Communication (Page 38)	_____	_____

The SeR Product represents your emotional self-awareness in each area. Scores below 60 indicate that you are only minimally conscious of your feelings in each area. These are concerns.

Scores from 85 -100 excellence  
Scores from 60-84 are average  
Below 60 indicates a serious weakness.

## Social Recognition

<u>EIQ-2 COMPETENCY</u>	<u>SoR QUOTIENT</u>	<u>SoR PRODUCT</u>
<u>Customer Service</u>	_____	
1. Attitude (page 28)	_____	_____
2. Listening (page 30)	_____	_____
3. Asking Questions (page 32)	_____	_____
4. Partnering (Page 34)	_____	_____
5. Conflict Resolution (page 36)	_____	_____
6. Communication (Page 38)	_____	_____

The SoR Product represents your emotional self-awareness in each area. Scores below 60 indicate that you are only minimally conscious of your feelings in each area. These are concerns.

Scores from 85 -100 excellence  
Scores from 60-84 are average  
Below 60 indicates a serious weakness.

# Self-Management

<u>EQI-2 COMPETENCY</u>	SeM QUOTIENT	SeM PRODUCT
<u>Customer Service</u>	_____	
1. Attitude (page 28)	_____	_____
2. Listening (page 30)	_____	_____
3. Asking Questions (page 32)	_____	_____
4. Partnering (Page 34)	_____	_____
5. Conflict Resolution (page 36)	_____	_____
6. Communication (Page 38)	_____	_____

The SeM Product represents your emotional self-awareness in each area. Scores below 60 indicate that you are only minimally conscious of your feelings in each area. These are concerns.

Scores from 85 -100 excellence  
 Scores from 60-84 are average  
 Below 60 indicates a serious weakness.

# Social Management

<u>EQI-2 COMPETENCY</u>	SoM QUOTIENT	SoM PRODUCT
<u>Customer Service</u>	_____	
1. Attitude (page 28)	_____	_____
2. Listening (page 30)	_____	_____
3. Asking Questions (page 32)	_____	_____
4. Partnering (Page 34)	_____	_____
5. Conflict Resolution (page 36)	_____	_____
6. Communication (Page 38)	_____	_____

The SoM Product represents your emotional self-awareness in each area. Scores below 10 indicate that you are only minimally conscious of your feelings in each area. These are concerns.

Scores from 85 -100 excellence  
 Scores from 60-84 are average  
 Below 60 indicates a serious weakness.



**Remember Me?**

*Author Unknown*

I'm the person who asks: "How long is the wait?" You tell me ten minutes...but it gets very late

I'm the person who sees:  
The whole staff loiters  
While my waitress does everything  
But take my order.

I'm the person who says:  
"That's not what I ordered...but it's O.K.  
I'll eat it anyway."

I'm the person who calls:  
To see if my lost item was found  
And all I get is a run-around.

I'm the person who leaves:  
With a slight frown  
Cause the hostess is no where to be found.

I'm the person who should:  
Write a negative letter  
But feel it wouldn't make anything better.

Yes, you might say that I'm a good guy...  
That I understand that you kind of try.  
But, please read on and you will see...  
That there's another side of me.

I'm the person who  
Never comes back  
Because of something you tend to lack.

It amuses me to see you spending  
Thousands of dollars on ads never ending  
In an effort to get me back into your place  
When you hardly even remember my face.

In order to keep me as a guest  
I have but one simple little request...  
When I am here all you have to do  
Is give me the service I'm entitled to.



## Client Centered Service Workbook

What items are essential in a customer's 'bill of rights?'

1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____

What can you do to promote client loyalty?

1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____

**Con't**

## Bibliography

- Blacharski, Don (2006) **Superior Customer Service: How to Keep Customers Racing Back to Your Business--Time Tested Examples from Leading Companies** Atlantic Publishing
- Blanchard, Ken; & Bowles, Sheldon (1993) **Raving Fans: A Revolutionary Approach To Customer Service** William Morrow Publishing
- Carlaw, Peggy; & Deming, Vasudha (2006) **The Big Book of Customer Service Training Games: Quick, Fun Activities for All Customer Facing Employees** McGraw Hill
- Cutting, Donna (2008) **The Celebrity Experience: Insider Secrets to Delivering Red Carpet Customer Service** Wiley Press
- Evanson, Jennifer (2005) **Customer Service Training 101: Quick and Easy Techniques That Get Great Results** AMACOM
- Evenson, Renee (2007) **Award Winning Customer Service: 101 Ways to Guarantee Great Performance** AMACOM
- Ford, Lisa; McNair, David; & Perry, Bill (2001) **Exceptional Customer Service: Going Beyond Your Good Service to Exceed the Customer's Expectation** Adams Media
- Gitomer, Jeffrey (1998) **Customer Satisfaction is Worthless, Customer Loyalty is Priceless: How to Make Them Love You, Keep You Coming Back, and Tell Everyone They Know** Bard Press
- Goodman, Gary S. (2000) **Monitoring, Measuring, & Managing Customer Service** Jossey Bass
- Lundin, Stephen C.; Paul, Harry; & Christensen, John (2000) **Fish! A Remarkable Way to Boost Morale and Improve Results** Hyperion

Performance Research Associates (2006) **Delivering Knock Your Socks Off Service**  
AMACOM

Zemke, Ron; & Woods, John A. (1999) **Best Practices in Customer Service** AMACOM

## **The Top 10 Reasons to Work with EIQ-2™:**

- 1. A high return on investment in terms of motivation, performance, improvement, and tangible results.**

*EIQ-2* focuses design and delivery on targeted, sustained results. Through a continuing dedication to excellence, *EIQ-2* systems facilitate adult learning and high transfer. These programs are maintained in state-of-the-art form and continuously updated to assure optimum impact.

- 2. Value in terms of immediate application and ready-to-use tools.**

*EIQ-2* has been developed for immediate, practical application and continuing reference. The modules each offer change for individuals from novices to experts. Using these systems generates fast, effective solutions. *EIQ-2* tools serve as a foundation for continuous learning and improvement.

- 3. High energy programs that emphasize involvement and interaction; experience; development; and fun.**

All *EIQ-2* systems demand a high degree of learner interaction. They are designed to create experiences that will set the tone for long-term quality. Through integrating content and entertainment, both feelings and thoughts are continuously engaged. *EIQ-2* makes involvement fun and result oriented.

- 4. Memorable training with sustained long term growth.**

People learn through visual, auditory and kinesthetic techniques. Touching all of these paths and synthesizing the experience creates memorable learning. *EIQ-2* utilizes systems designed to maximize recall and retention.

- 5. Customization to resonate with your team and needs.**

With an extensive repertoire of materials, *EIQ-2* training is readily tailored to customized programs for specific audiences and objectives. *EIQ-2* has been developed to cover an extensive array of emotional intelligence topics offering depth and/or breadth as specifically needed. Programs can be delivered on site, anywhere in the world. The comprehensive systems approach extends from personal coaching through team training and organizational development.

- 6. Multidisciplinary design and methodology relate to diverse audiences.**

*EIQ-2* translates expertise in social psychology, business, communication and adult learning; and experience with thousands of people into performance in whatever context is needed. *EIQ-2* programs have the expertise, experience and educational credentials to deliver.

**7. A unique blend of research, expertise, education and humor.**

Surprisingly, many consultants dabbling in emotional intelligence lack the training or education to support their programs. With *EIQ-2*, there is a unique synthesis to generate the highest quality in learning and results. This system fully integrates various aspects of emotional intelligence to create powerful growth at all levels. Recognized by Fortune 500 corporations, the U.S. Government, major Universities and elite trainers, emotional intelligence has a track record of success.

**8. Guaranteed professionalism and quality.**

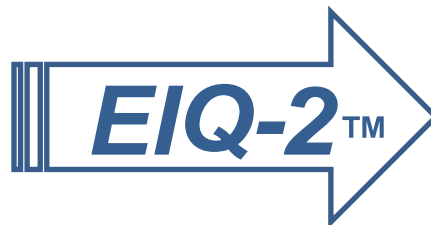
As a partner in performance, the *EIQ-2* system provides for continuing coaching, training and speaking programs to support continued growth. Through personalization and coaching, individual, team, and organizational success are assured.

**9. An comprehensive, integrated system designed for improvement at all levels.**

All *EIQ-2* modules contain a robust assortment of quotations, PowerPoint slides, activities, reflective experiences, bibliographies and comprehensive assessments. The modules offer a comprehensive rubric for organizational growth from individual performance through team development all the way to empowering the organizational culture.

**10. A learning model designed for achievement: Assess; Develop; Perform; Excel.**

The *EIQ-2* system begins with clear definitions and diagnostics. It creates customized training for targeted results. It partners for performance via coaching and consulting. Finally, it assures excellence in results.



- **THE EMPATHY PRINCIPLE™**
- **EIQ: EMOTIONAL INTELLIGENCE**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: LEADERSHIP**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: INFLUENCE/PERSUASION**
- **TmEIQ-10 TEAM EMOTIONAL INTELLIGENCE**
- **EMOTIONALLY SMART ORGANIZATIONS ESO™**
- **CLIENT CENTERED SERVICE EIQ-2CRM™**

