

How One Leader Improved Team Performance by Changing Their Own Behavior

Emotional Intelligence Case Study

THE CHALLENGE

A team was underperforming despite having capable individuals.
The leader focused heavily on results—but struggled with engagement and morale.

THE INSIGHT

The EQi 2.0 assessment revealed:

- strong drive and independence
- lower scores in empathy, emotional self-awareness, and interpersonal relationships

The leader's approach was unintentionally impacting team dynamics.

THE SHIFT

The leader:

- increased one-on-one communication
- adjusted feedback style
- focused on understanding team members' perspectives

THE OUTCOME

Increased team engagement
Improved performance and collaboration
Reduced tension within the team

KEY TAKEAWAY

Team performance often reflects leadership behavior more than team capability.



MOST LEADERSHIP CHALLENGES AREN'T ABOUT WHAT PEOPLE KNOW.

THEY'RE ABOUT HOW PEOPLE SHOW UP.

EMOTIONAL INTELLIGENCE MAKES THAT VISIBLE—AND CHANGEABLE.

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