

# How One Organization Strengthened Its Leadership Pipeline by Making Leadership Gaps Visible

*Emotional Intelligence Case Study*

## THE CHALLENGE

An organization had strong individual contributors but lacked confidence in its internal leadership bench. Succession planning conversations were subjective, and leadership readiness was difficult to assess consistently.

## THE INSIGHT

Using the EQi 2.0 **emotional intelligence assessment**, clear patterns emerged across potential leaders:

- strong technical capability
- gaps in areas such as emotional self-awareness, impulse control, and interpersonal relationships

The issue wasn't capability—it was behavioral readiness for leadership.

## THE SHIFT

The organization:

- integrated EQ into its leadership development process
- used assessment results to guide individualized development plans
- focused on specific behavioral changes tied to leadership effectiveness

## THE OUTCOME

Increased confidence in internal promotions  
More objective succession planning conversations  
Stronger, more consistent leadership behaviors across the organization

## KEY TAKEAWAY

Succession planning improves when leadership readiness is defined by behavior—not just performance.



**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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