

# The EBW Business Model of Emotional Intelligence

The EBW model focuses on the emotions and the underlying behavioural traits that predict success in leaders, teams and organisations. Designed in and for the occupational domain, it is a practical, work based model of Emotional Intelligence (Business Emotional Intelligence or Business EQ) that helps individuals and teams understand why people behave the way they do and how to maximise their engagement with, and performance at, work.

The key to the model is self awareness and awareness of others; how this explains peoples' capability to manage their emotions and behaviours and what effect it has on their potential and their performance. Business Emotional Intelligence is about understanding why we feel and act the way we do and managing those key emotions/behaviours that determine success in different work situations.

The EBW Emotional Intelligence model focuses on eight emotional behavioural clusters (scales) that reflect that capability. The summaries of these are described below.



### Decisiveness

Willingness to make decisions, the need for control and the level of comfort with decision making responsibility.



### Empathy

The ability to recognise, be sensitive to and consider others' feelings, needs and perspectives. The need to understand, to help and work with others.



### Motivation

Level of energy, passion, drive and enthusiasm for work, being optimistic and positive, the need for achievement and challenge.



### Conscientiousness\*

The need to plan and have structure, be diligent and meet deadlines; the level of comfort with conforming and following the rules.



### Influence

The drive to influence others and persuade them, to be heard and have an impact.



### Stress Resilience\*

The capability to relax and deal with the day to day pressures of work; the level of comfort with showing and managing emotions e.g. can control/ hide temper when provoked.



### Adaptability

The desire for, and enjoyment of, variety in the workplace; the capacity to keep an open mind and be flexible with different and creative approaches.



### Self-Awareness Indicator\*

This scale is an index of the extent to which an individual's EBW scores is likely to correspond with the way that others would score them on the EBW scales.

\*The EBW has an additional 4 sub scales; Resilience and Emotional Control which are part of the Stress Resilience scale and Structure and Rules which are part of the Conscientiousness scale.

Plus it also has an impression management tool (IMT) that provides insight into what an individual may be trying to hide from themselves and others.