

The really intelligent businesses!

(Part 3 of 3 parts)

Over the last two months we have explored the importance the emotional intelligence (EQ) skills of the CEO and his leadership team exert on the overall EQ of their organisation. Our exploration continues with this last article in the series.

F. W. Boreham (1) when writing his essay on "Roses" referred to a book by Dean Hole "A Book About Roses" who opened his work with the lines; **"He who would have beautiful roses in his garden, must have beautiful roses in his heart"**

Boreham develops the theme by proclaiming that is not sufficient to simply hold the idea of beautiful roses in one's heart. To have a garden of outstanding roses requires one to go and study where good roses are grown, one needs to make friends with those who are masters in the craft of pruning, tending, grafting and nurturing the very best of plants. More than this, one needs to think roses, write roses, read and dream roses and expose oneself to the finest of their culture and journey through the lands of their finest gardeners. Growing roses, as any accomplished gardener will testify, is no easy task. It requires discipline, consistency and sacrifice; it is not the product of chance or fortune.

Likewise, those who want an emotionally intelligent business environment must first have such an environment within their hearts. Leaders need to move, live and engage with those whose lives and businesses exhibit emotional maturity. There needs to be a consuming passion for nurturing and encouraging every young bloom of empowerment, risk taking, overcoming mistakes, courage and initiative which buds within their business. These skills cannot be casually or indifferently developed. They require the determination of a caring gardener who prunes every dead branch, and watches protectively over each new green shoot.

So likewise the dreamers of maturity, must be the leading exhibitors of its blossoms, for these things are best taught by being practiced, than by being preached.

However one important area in which these skills ought to be most carefully tended should be amongst the middle management in particular, because this management stratum frequently represents the operational backbone of a company. Their views and buy-in to a more emotionally mature environment frequently means they feel the first surge of freedom, demands and increased expectations flowing from a more empowered workforce.

They also feel the pressure from seniors to let go and become more empowering, more supportive of others whilst simultaneously having to pick-up the pieces of initial efforts by staff trying to do things at which they are not fully competent. Therefore this level of management must be equipped to handle the changes and 'fallout' following the encouragement of a more emotionally positive and empowering environment.

Before planting the 'emotionally mature roses', some sort of culture audit should be affected. It is important because it gives managers an insight into the gaps between what they think or believe are the views of staff, and the reality of what staff really feel.

A properly birthed and nurtured EQ workplace develops its own seeds of on-going maturity, growth and excellence. The journey to emotional excellence, like the pruning and shaping of roses to maximize their beauty and perfume, can be painful, and is sometimes tough, but the destination is always worth the effort.

Until next time, YEBO

P.S. Have you visited www.stennyafrika.com



(1) The Golden Milestone; F.W. Boreham (1914) Page 99