

Deloitte Identifies Emotional Intelligence as Critical Leadership Skill

Deloitte is a well-recognized \$20 billion consulting and financial advisory organization with offices worldwide. The Global Learning Team at Deloitte recently conducted a survey of its Partners, Directors, Principals, Senior Managers, and Managers around the world to determine critical leadership competencies. The purpose of the initiative was to help Deloitte maintain its position as an industry leader, and to attract and train their young and emerging leaders.

The survey received 690 valid responses that included 49 member firms of the Deloitte family. The majority of respondents (682) had experienced 3-5 days or more in one of Deloitte's training programs in the previous year. Survey respondents were asked to identify the top five future leadership capabilities that would be the most important areas to focus on for leadership training in order for Deloitte to meet its 2010 organizational goals.

Emotional Intelligence (EI) was one of the top five critical leadership competencies selected by leaders. The most important area, understandably for auditors, was Integrity/Ethics. This was followed by Leadership Presence, Conceptual/Strategic Thinking, and Coaching Performance of Others.

Areas that were rated under EI included Business Development/Sales, Drive for Achievement, Executive Communications Capability, Learning/Personal Transformation, and Change Leadership.

There were many examples given on how the various attributes would help future leaders. Said one respondent, "EI is of exceptional importance in everyday communications, allowing one to be understood and to understanding the needs of others (whether they be employees or customers). Knowledge of EI helps me practice Deloitte's leadership actions such as 'live the values,' 'share the vision,' 'make others successful,' and 'manage the business.'"

Presented at the 2007 International Conference on Emotional Intelligence (ICEI™)
in London England.