

from research by Richard Boyatzis 2000

## Step One

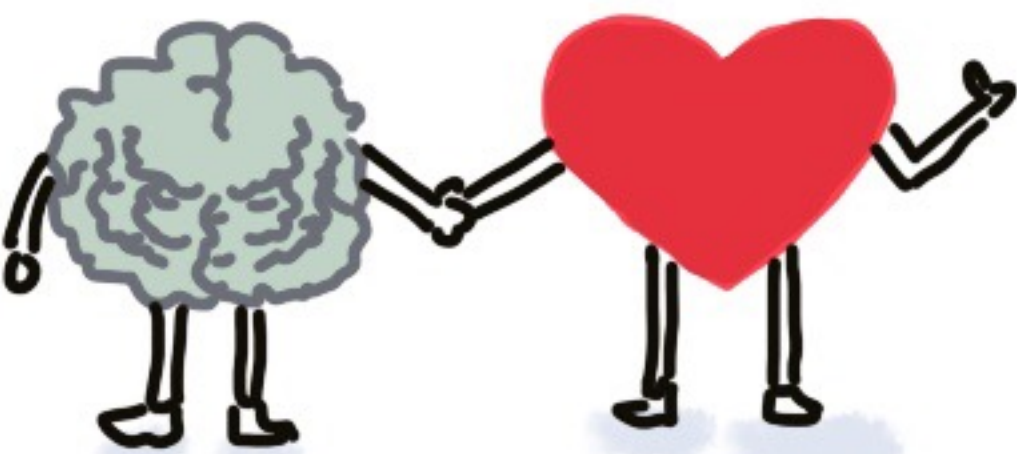
Do you really care?

You need to put in the time & effort. So, find a way to get motivated. Ask yourself 'Where do you want to be in 5 years time?'

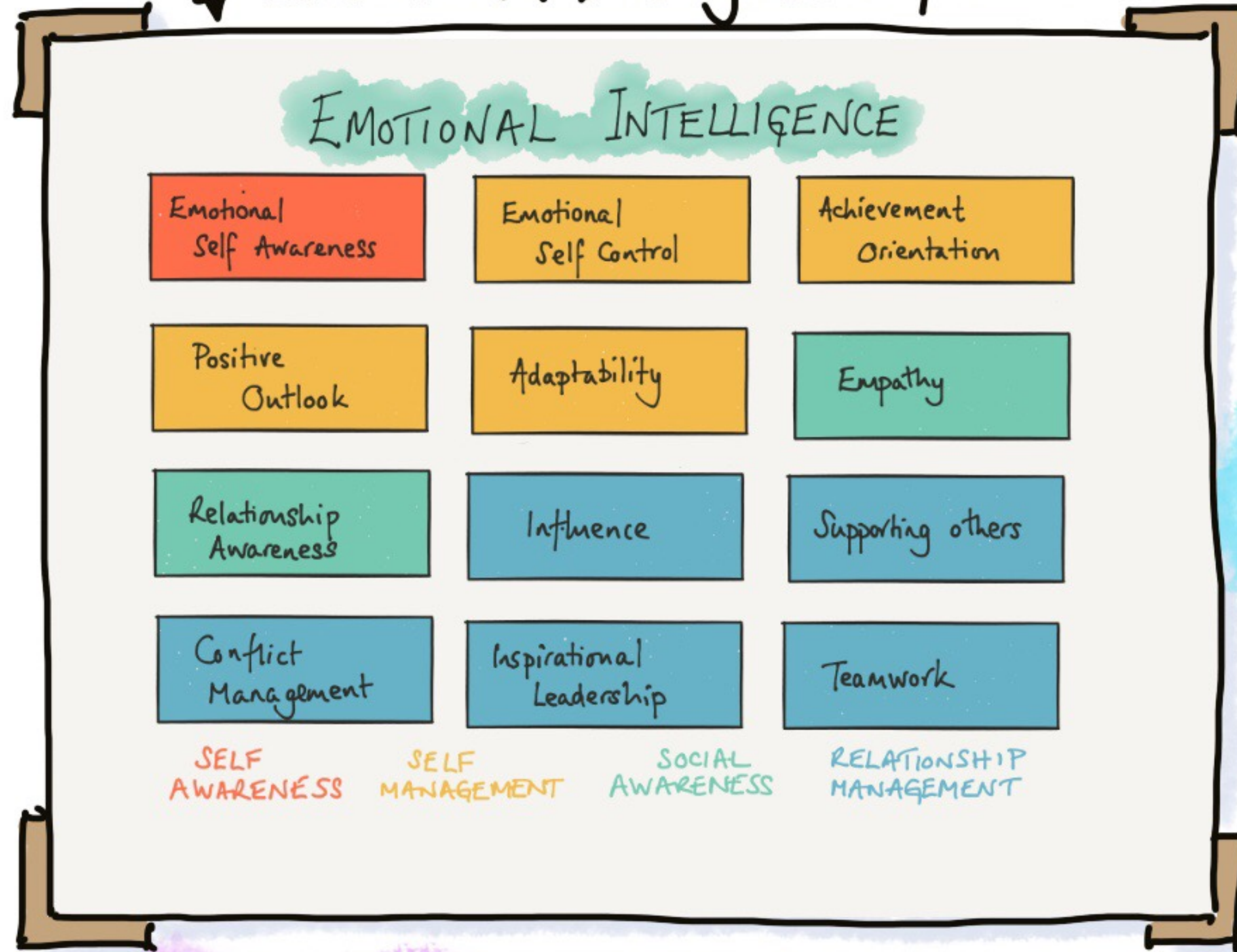
## Step Three

Do you have a plan?

Once you have decided where you need to improve, create a plan to make it happen. It might be as simple as, 'every time I need to listen I will practise active listening skills.'



These are Daniel Goleman's 12 Emotional Intelligence Competences



## Step Five

### Practice makes perfect!

To create a new habit you need to practise it. Give yourself every opportunity you can to practise your new skills until they're automatic!

## Step Two

Do you know your strengths & weaknesses?

Ask for honest feedback. Get the opinion of people you trust so that you can see where you need to improve.

## Step Four

Do you have help?

Sometimes when you are in the heat of the moment things don't go to plan. Enlist the help of someone to help you find solutions.

