



EQmentor Delivers Results



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The EQmentor Solution

EQmentor Inc. is a privately-held professional services company based in Charlotte, North Carolina that leverages technology to increase the emotional intelligence (EQ) of working professionals.

Technology can now connect leaders to new **people, communities, and knowledge sources** in unprecedented ways - 24/7 and on demand. *These connections can significantly improve the pace and quality of decision-making.* The notion of relying solely on one's own knowledge and resources to make better decisions is outdated.

To capitalize on this opportunity, EQmentor has created an innovative online learning environment which combines the wisdom of mentoring with the power of collaboration to provide personal and professional support and development at employees' individual point of need.

Emotional Intelligence (EQ) is the foundational competency every leader needs to grow and EQmentor's solution successfully effects emotional and behavioral change in participants. The key elements of the solution that allow such success are:

- extended learning period
- emotionally safe environment
- consideration of individual learning style
- experienced and knowledgeable mentor who can provide feedback and help steer participants through the process
- utilization of newly-learned emotional competencies to enhance projects at work, making a clear connection between emotional intelligence and business results.

Consider mentoring as a wellness program much like your neighborhood gym. By “working out” at the EQmentor “gym” with a mentor and within the EQ Village, a mentee can expect unprecedented value and results.

Emotional intelligence is the foundational competency that drives our behavior, our KSA's, our performance in our role, and ultimately, the effectiveness of our decision-making.



The leaders at an organization set the tone and culture for interpersonal interaction. The leader's EQ affects their team's emotions and behavior. Such emotional contagion travels down the chain in an organization, ultimately affecting your customer's emotions and buying behavior to affect your bottom line.



Measuring the EQmentor Solution

EQmentor recognizes that to accurately determine the return on investment (ROI) of any training and development initiative, results need to be measured continuously and through the use of various metrics. As such, our measurement experts utilize Six Sigma methodology to provide quality information about our clients' investment. Our measurement strategy includes both quantitative and qualitative metrics to determine the value of our solution on personal development, professional development, and the organization's success. The results of our assessment are reported in this document.

Quantitative Measures

- ◆ Pre & Post EQ Assessments
- ◆ Measurable goal-setting with mentor
- ◆ Client/mentee job performance metrics
- ◆ Activity Reports: Bi-monthly reports of activity and usage
- ◆ Successful transfer of knowledge and innovative ideas from EQ Village to organization
- ◆ Effectiveness of 3-5 action items to address the company challenge

Qualitative Measures

- ◆ Satisfaction surveys during subscription period
- ◆ End-of-subscription survey report
- ◆ Mentor's evaluation and feedback

Overview of Demonstrated Client Results

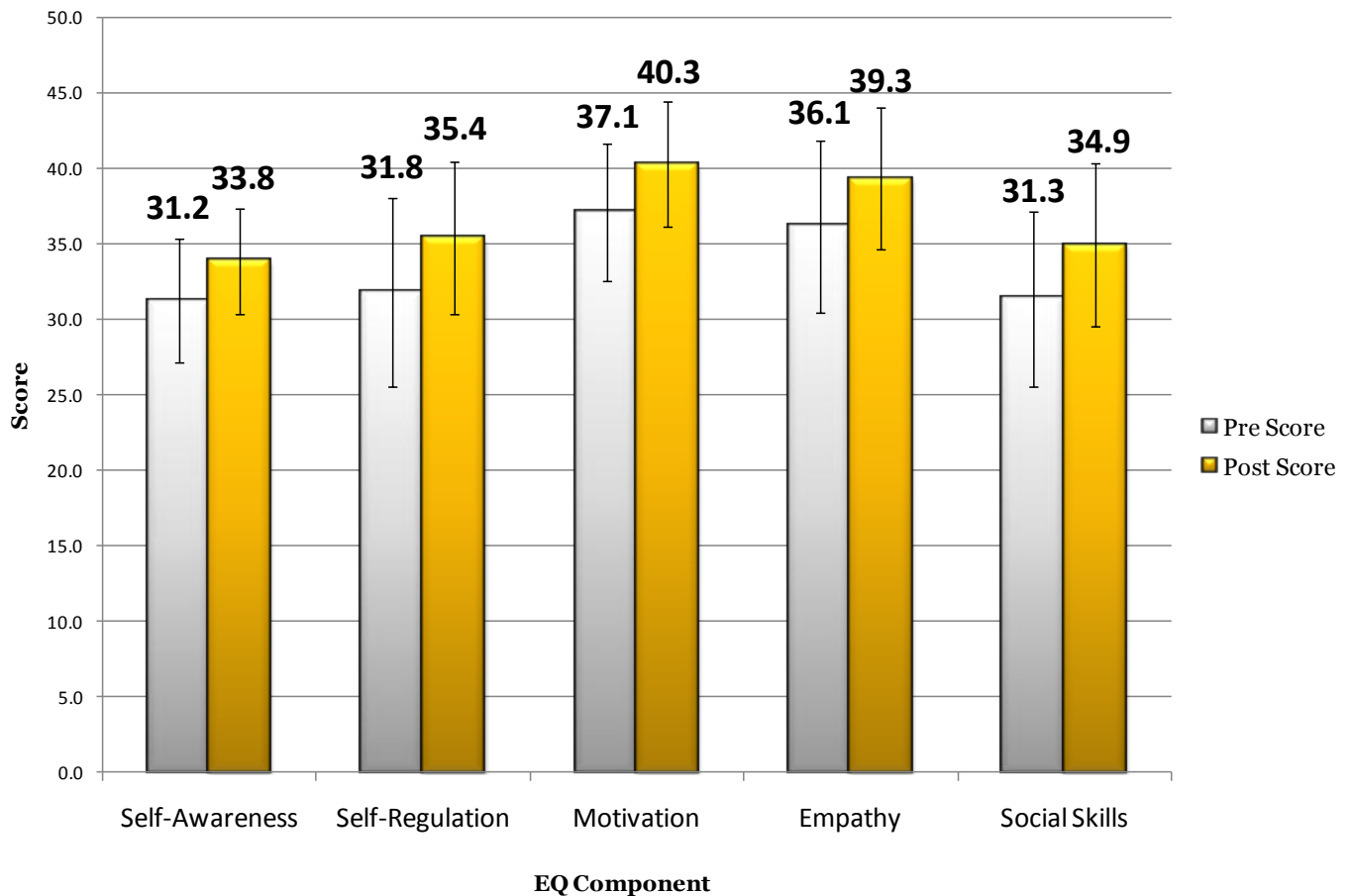
- ◆ Improved emotional intelligence (average score increase of 17 points)
- ◆ Greater career success (sense of fulfillment, promotions and job offers)
- ◆ Stronger relationships and feelings of acceptance
- ◆ Leadership and communication skills (increased empathy and social skills)
- ◆ Work performance (useful tips from mentor and knowledge sources led to better decision-making)
- ◆ Improved work/life balance, time management, and prioritization
- ◆ Increased confidence and optimism (greater awareness, self-reflection, and emotional maturity)
- ◆ Immediately implementable action items address organizational challenges
- ◆ Company leaders are free to focus on core business rather than coaching associates



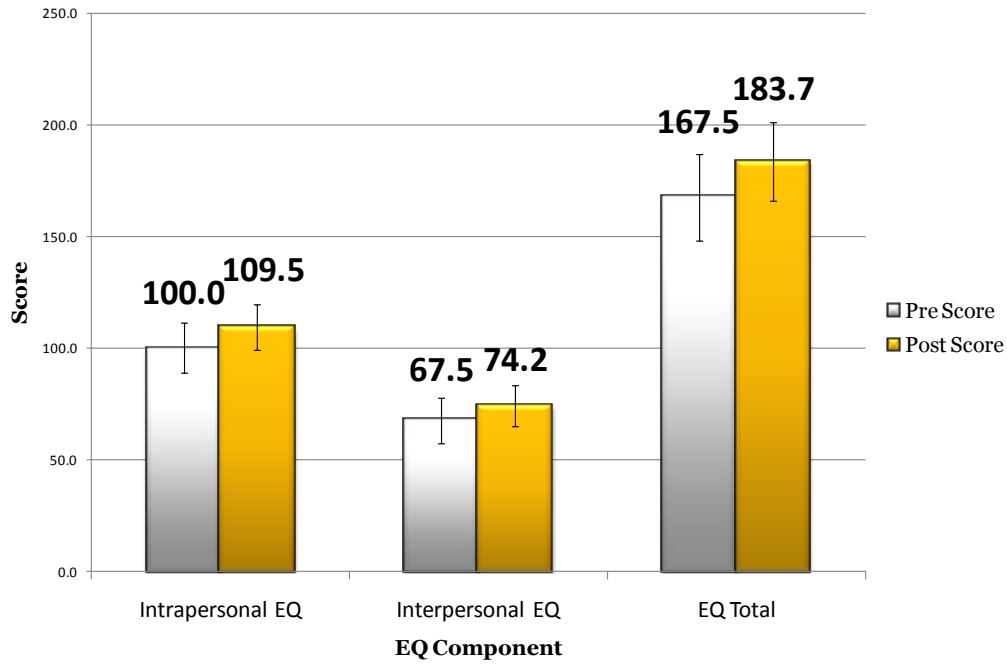
Quantitative Measure: Emotional Intelligence Score Increase

The Emotional Intelligence Assessment is based on a multi-dimensional view of emotional competence. The Emotional Intelligence Assessment has been administered to over 600 individuals worldwide; this number is growing every day as more and more individuals take our assessment across the globe. The assessment has been tested for reliability and **a technical report** which contains validation data and other psychometric properties of the assessment is available upon request.

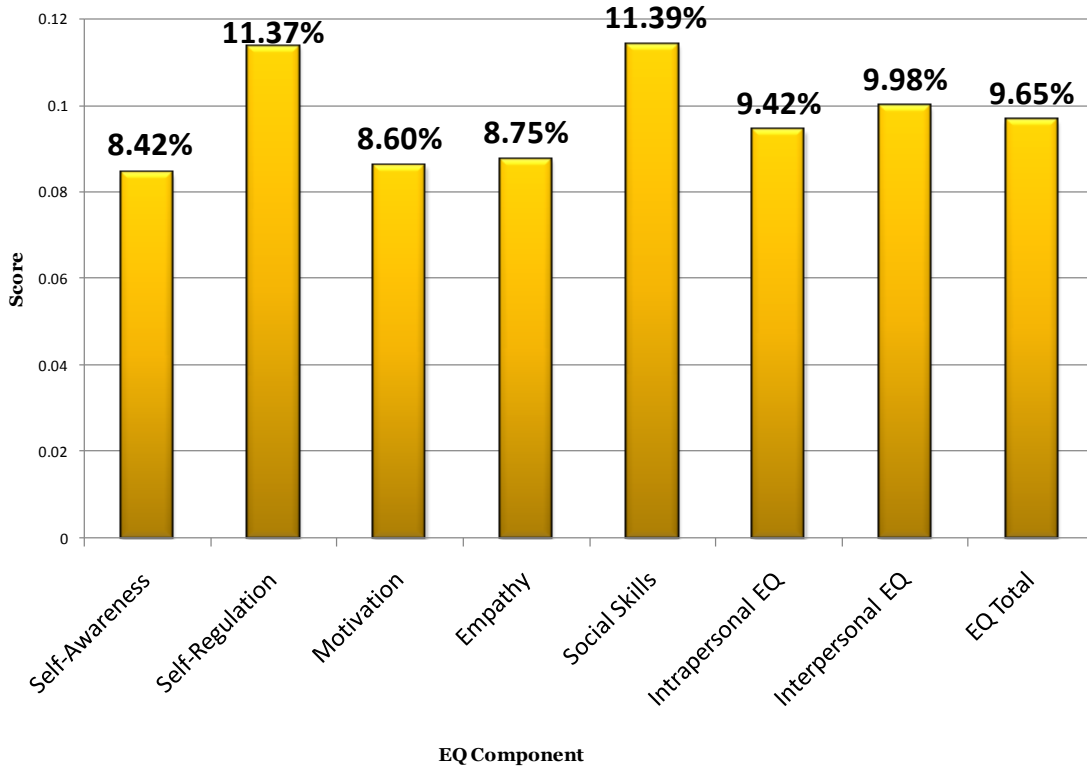
Average Increase in Emotional Intelligence Competencies as a Result of the EQmentor High Performance Program



**Average Increase in Emotional Intelligence
as a result of the EQmentor High Performance Program**



**Standardized Growth in Emotional Intelligence
Expressed as Percentage Increase**



Qualitative Measure: Mentee Satisfaction

“I remain excited over the entire process, in awe of the technological infrastructure and anxious to move ahead towards some tangible goals.

My mentor regularly offers encouragement to “take my time” and not worry too much about meeting some self-imposed time to complete tasks etc, but that’s foreign to me and a bit uncomfortable. We’ll work on a balance, I’m sure.”

“To date my mentor has found the exact manner in which to deal with me, my emotions, and my issues regarding moving forward. I am very appreciative of the tact and manner in which my mentor is dealing with me. I am greatly encouraged that I can use the EQmentor program to my advantage and achieve the goals we are setting for success. I find having someone to account to is working for me and I am encouraged by it. My mentor became the one secure consistent supporter through this period who kept me focused on the goals, and helped me to learn how to be open to thinking outside the box.”

“My mentor is a great example to learn from, and helped me tremendously. I passed a large milestone in the project I am on with flying colors, and I really believe his faith in me, encouragement and coaching played a big role in that.”



“Among the most important things I learned was how to make self-care a priority in my life and out of that better manage other personal and professional priorities. My

mentor was great at exploring and facilitating the brainstorming process.

The mentoring process helped to lift a burden off my shoulders. My mentor was the right person at a critical period of my life. I am not over-stating this. I am thankful for the opportunity and the gift of his support, encouragement and insights. **I felt empowered through the process.** He was a masterful facilitator.

- “I had the most AMAZING Mentor....I could not have asked for a better mentor and at a time when my company was going through much change. My mentor made me think way outside the box and when I didn't get "it" the first time he would remind me. My mentor was kind, caring, compassionate and firm when I needed it.”
- “I have had a very positive experience in the EQmentor program. I was well matched with someone who had complimentary professional experience and special skills to meet my various points of need.”
- “Having a mentor [helped] in the day to day stresses. What better way to learn about life change than from an expert and someone who has done this.”
- “This is a great tool that is outside of the box! I appreciate someone looking at the whole person and not just one area of mentoring. It's all needed to be successful!”
- “I have been very impressed at the background of my mentor and how the match is so well-suited to my needs and the end result I want: I don't have to give any explanations of what I want as my mentor has the background and experience to grasp it with a deep understanding of what my obstacles might be.”

“The EQmentor program definitely delivers on its promises. As an active participant, I was able to experience first-hand the value of a confidential and anonymous mentor/mentee relationship. Through my mentor I was able to engage in learning activities when I needed to and was also able to better understand **emotional intelligence** and its impact in the work environment. In addition, EQmentor gave me the opportunity to learn with peers outside of my company, industry and vocation through the EQ Village. The EQ Village, which allows me to remain anonymous, was a great way for me to collaborate, research and to grow outside of my mentor relationship. I would recommend this program to any organization.”

“This was a huge help! I needed to hear from someone objective. A million thanks! I had this internal battle going on. Thank you for helping me through the struggle.

Over my adult life I have been proactively trying to change those ideas - they just creep in now and then. At least I'm aware of them and your list will be a good resource to print out and read again and again.”



“What an exciting, innovative concept. EQmentor provides a real-time opportunity to pull all the self-help, business savvy books that have been written over the years and turn that information into knowledge. Whether through EQ Village or its mentors, it is live, easy to use, point in time advice when you need it. I love it and can't imagine not having it.”

- “[Having a mentor at EQmentor has been] really good! The mentor is keyed in on who I am personally and professionally. I have been tapping into the knowledge of my mentor.”
- “One of the great things about EQmentor is the safe haven to communicate concerns, connect emotionally, and release frustrations; not with a stranger on an airplane, but with a trusted mentor. It is like Yoga for the mind.”
- “This is a great service! My mentor is great! I feel we are connecting and that we both will get a lot of out of this experience.”
- “EQmentor will forever change mentoring. It gives experienced professionals a way to help a younger generation with the use of technology. That, before now, was not possible.”

“My mentor’s and my career tracks have a great similarity, he understands what I’m trying to do career-wise and has been down that path. It is comforting to have someone who understands to navigate these waters.”

“People need a safe outlet to release the thoughts that create stress and tension. Writing is a wonderful and personal device that allows a person to communicate their road blocks. You have to stretch your mind and work with your thoughts until they can be properly communicated. Once you have soul searched enough to identify the real issue, your mentor helps you move forward.”

"The experience I've had with EQmentor so far has greatly exceeded my expectations, and has been enriching in ways that I never anticipated. Getting started was very easy, and I found the results of the EQ test to be revealing and accurate. Thank you for the opportunity to be part of what I feel can be of great benefit to many people, as it has helped to enrich my life."

"In this time of great economic uncertainty, I wish everyone who seeks to enhance their Emotional Intelligence and increase their effectiveness in personal and professional relationships could have this opportunity to be mentored. We need it now more than ever. I am grateful for the EQmentor organization and for all I have gained through my association with it. "One of the great things about EQmentor is the safe haven to communicate concerns, connect emotionally, and release frustrations; not with a stranger on an airplane, but with a trusted mentor. It is like Yoga for the mind."

"After just a few exchanges, I was basically blown away by how much we had in common in many areas, but especially by how clearly my mentor seemed to understand me and skillfully pose probing questions and offer relevant advice, articles and books that directly spoke to issues with which I was dealing."



"I was assigned my mentor right after my division had come under new leadership, which altered the immediate trajectory of my career. My mentor was not only instrumental in guiding me through a trying time, but EQmentor's other resources provided invaluable tips that I used to ease the pressure my own staff was feeling. As it would happen, our new leader wasn't right for the position and I was named his replacement. Once again, my mentor and EQmentor's EQtoolkit and EQ Village proved invaluable. Once one reaches a certain level in his career, he is too often expected to have all the answers. No one has all the answers. EQmentor offers an environment in which top-end executives can exchange ideas in an honor-bound and anonymous environment."

- "The experience I've had with EQmentor so far has greatly exceeded my expectations, and has been enriching in ways that I never anticipated."
- "I had my first real mentoring experience yesterday and it was very helpful. There is so much value not only in the advice, but in just having someone there to listen and provide feedback!"
- "I have a deeper appreciation of how a mentor can be a positive force in one's life, and I hope that I can reciprocate by similarly being a positive influence which helps others discover and actualize their highest potential as well."
- "My mentor has helped guide me to a better understanding of myself, my communications, and my business which will undoubtedly prove invaluable as I seek to grow my own company."



Qualitative Measure: Client Satisfaction

EQmentor is the perfect example of how powerful it can be when technology is properly leveraged for the good of individual development. At its heart, EQmentor is all about human performance improvement; it brings a laser-like focus to helping mentees increase their emotional intelligence through their relationship to a highly trained and effective mentor. Through its web-based, anonymous, asynchronous model, it enables the potent combination of honesty, empathy, and guidance to emerge in the relationship between mentor and mentee.

“It appears [our mentees] are getting a lot out of your service. Best of all, I have seen an improvement in behavior!

-Fortune 500 client

In today's economy and competitive landscape, leaders face all sorts of stressful challenges when it comes to dealing with customers, employees, vendors, and their own family situations. Let's face it - it's a real world out there full of real problems and also tons of opportunities to better flex emotional muscle. Leaders do not come to work as automatons but as humans carrying the full spectrum of shortcomings and fallibilities.

EQmentor helps its clients ensure that their leaders get connected to the best-suited mentors possible, who skillfully help mentees along the path of lowering emotional reactivity, increasing emotional self-regulation, and attaining developmental goals. And in this real world of ours, that type of potent elixir is exactly what differentiates leaders who build vs. destroy, thrive vs. survive, and create commitment vs. just compliance. Emotional intelligence of any organization's leaders is the primary distinguisher for long-term success, and EQmentor has found just the right solution to equip leaders to increase theirs.

-Amy LaRose, Senior Internal Consultant, Wake Forest University Baptist Medical Center

“We’ve been very satisfied clients of EQmentor over the last year. They do an outstanding job of matching our talented young managers with well experienced executive mentors in a trust based and completely candid environment. Our participants have told us this is a highly valued development tool which allows them to get timely feedback on issues and take immediate action to improve personal and overall business performance. We’d recommend EQmentor to any organization that is willing to make a serious commitment to the development of their workforce.”

-Bob Zierk, Black & Decker



“If you’ve been a training professional like I have for 30 years, you’ve seen a lot of *new and exciting things*. After a while you learn to tell which *new thing* is nothing more than a tried and true idea dressed up to look new, or something that will only be a passing fad. What makes this idea look like something that will be a lasting trend rather than a passing fad? This idea is based on solid research and is already tested and proven. Mentoring has been around for a long time, but this approach to mentoring is truly new and fascinating. The first big advantage of this method is cost. Mentoring is not often used because of the difficulty of finding qualified mentors and then because of the cost of using internal or external resources for in-person mentoring is often prohibitive. In EQmentor’s model, you are matched with an existing pool of screened and trained—yes, already trained mentors. It’s a little like online dating; only you get an anonymous mentor. The anonymity is another factor that makes this method work. The commitment, three meaningful interactions per week for a minimum of six months, is another reason why it works. And what makes it easy? It’s online. This intervention is intended for middle managers, many of whom are younger workers taking the place of retiring baby boomers. The challenge is how to get a younger audience to learn the wisdom of the retiring older baby boom generation.”

~Dick Handshaw, CEO of Handshaw Inc.

“All my mentees consistently remark about three outstanding features of EQmentor:

- Complete privacy (what a relief...can really talk)
- Impressive resources (mentors, villages, articles)
- Well trained mentors (experts who expressed an interest in learning, too)

I could not be more impressed with your concept and the professionalism of your entire organization. I am really supportive and excited.”

-Fortune 500 client

“The single most difficult challenge facing the leaders of today is the acceptance and mastery of change. Instead of the adage ‘if it ain’t broke, don’t fix it’ I believe executives should be asking every day ‘what can we improve?’ and EQmentor is a win-win way to support and develop managers and executives. The EQmentor program has helped key members of the Decision Toolbox leadership team to become masters of change and better leaders as a result.”

~Kim Shepherd, CEO of Decision Toolbox



“I remain impressed with both your service and product. I have spent years trying to implement and nurture formal mentoring programs. After multiple “meteoric” introductions, I have seen the flames quickly diminish. Upon utilizing your approach, I am convinced we have stumbled because:

- We have stores in seven states and the District of Columbia. We do not provide the logistical framework beyond telephone service to support long distance interactions.
- Our “matching” efforts were primarily based on historical silos. We would assign the mentee with a mentor who had experience in the job the mentee was doing now. What if a mentee in operations was interested in marketing? It did not fit in our model.
- Another matching approach was the “look alike.” Enough said.
- We insisted that all mentees and mentors accept that all conversations and coaching sessions were private. Regardless of any company’s culture, one cannot declare with certainty this promise....and surely cannot mandate trust.
- We wanted to develop our mentees but we have traditionally failed to develop our mentors. Consequently, the “meat” of the mentee/mentor relationship became anecdotal clips from a day in the life of the mentor.
- We provided no resources beyond one assigned mentor.

“Your support... demonstrated the power of the EQmentor methodology. At first, I thought online mentoring was one of the strangest ideas I'd heard of in a long time. Please understand I've been consulting 28 years and have seen a lot of strange OD and leadership development ideas come and go in that time. (Trust falls, anyone?) I am so grateful I listened and kept an open mind. My interaction provided me with all the evidence I need that this is a much more powerful way of working with people than I thought possible. You helped open my eyes to a whole realm of possibilities and for that I am grateful.”

-EQmentor Mentor

As a frustrated executive, I really appreciated your positive approach. I wanted to know what could work. I was bright enough to know what I was doing was not working, but I did not have the expertise or time to fix it. EQmentor has provided a sound framework to dissolve logistical barriers. Matching of mentees and mentors is much more scientific. It has removed our failed limitations and biases as mentioned above.”

-George Faulk, VP of Training and Development at Harris Teeter