

EQmentor, Inc. utilizes a unique, innovative approach to increasing the emotional intelligence (EQ) of working professionals through an online mentoring process and a cross-industry community for professional collaboration.



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.

EQmentor works with both the client organization as well as individual mentees to create baselines and measurable goals. EQmentor's technology and processes allow for a systematic way to capture KPIs. We can benchmark key EQ dimensions against others in the community. In addition, through the mentoring and the cross-industry professional collaboration in the EQ Village, we ensure transfer of best practices. Clients can use these metrics as part of their Balanced Scorecard view.

	Traditional training	EQ training - intrapersonal	EQ training – interpersonal
Immediately	35%	47%	75%
1-3 months after	10%	47%	75%
2 years after	10%	47%	75%

EQmentor has deep roots in Six Sigma and utilizes components of the methodology and its own technology to measure success for its clients.

Measuring EQmentor Success

Rooted in Six Sigma methodology, EQmentor is strongly committed to providing measurable successful outcomes. We do this using both quantitative and qualitative measures – creating a Balanced Scorecard view. A full-detail frequently-updated ROI report is available upon request.

Quantitative Measures

- Pre & Post EQ Assessments
- 3 Continuing Education (CE) credits awarded for:
 - Achievement of goals
 - Active participation in EQ Village
- Measurable upfront goal setting with mentor
 - Client/mentee can include job performance metrics
- Bi-weekly activity and usage reports
- 3-5 action items addressing a Company Challenge

Qualitative Measures

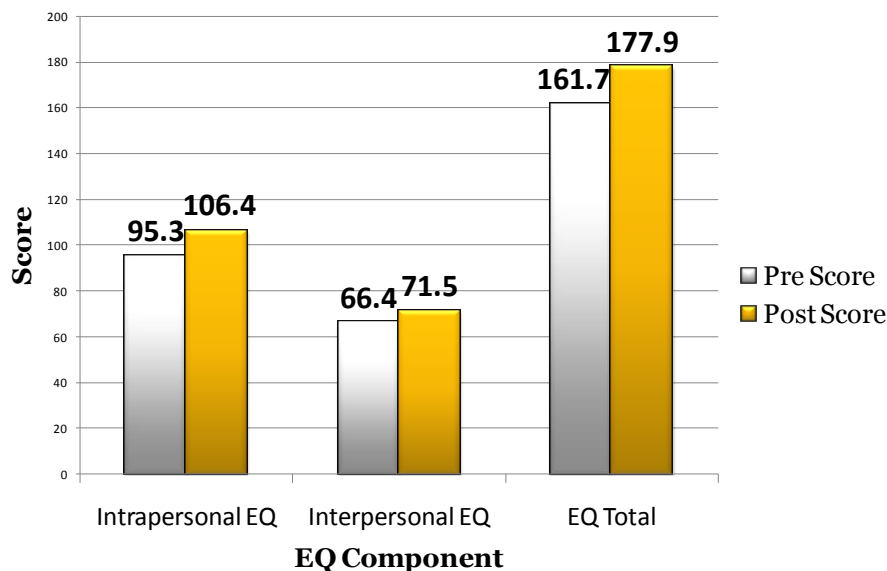
- Regular pulse surveys on satisfaction during subscription period
- End of subscription survey
 - Mentor's evaluation
 - Mentee's feedback
- Client evaluation and feedback
- Successful transfer of knowledge and innovation ideas from EQ Village to client organization

Overview of Demonstrated Client Results

- Improved emotional intelligence (average score increase of 15 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



Average Increase in Emotional Intelligence as a result of 6-month EQmentor Program



A Variety of Metrics

- ✓ **Benchmarking:** Competitive metrics for comparison purposes.
- ✓ **Baselines:** Current metrics of desired areas of improvement.
- ✓ **Key Performance Indicator (KPI):** Milestone-based metrics during or after an event to monitor progress for potential course correction.
- ✓ **Best Practice:** A proven industry process that has established high-performing metrics.
- ✓ **Return on Investment (ROI):** A timeline-driven calculation of measurable benefits against an investment.
- ✓ **Balanced Scorecard:** A global view of a family of metrics relevant to each role or group.