

## EQmentor: A Solution for Outplacement Services

It is no news that the business world is changing. Years ago, an employee's tenure of twenty-five years within one company was the norm. In response, outplacement services are evolving. At one time, job hunters were presented with a temporary computer cubicle and resume-writing assistance. Finding a job was a challenge and a priority.

Employees in the current workforce, however, have an average tenure of four years. The focus is of the job hunt is finding the right job as well as developing the necessary skills for that job. As such, outplacement firms are offering a more personal approach, including career coaching.

Dynamic trends around peer collaboration, social collaboration, and seeking insight and knowledge from web-based resources are taking shape. The key for bringing career coaching and outplacement into the 21<sup>st</sup> century is providing the means for support to occur through technology, which appeals to the Generation X and Y lifestyle.

**“Emotional intelligence isn’t a luxury tool you can dispense with in tough times. It’s a basic tool that, deployed with finesse, is the key to professional success.”**

**-The Harvard Business Review**

### Emotional Intelligence

The concept of emotional intelligence is becoming increasingly popular in the corporate world.

Emotional intelligence, not IQ or raw brainpower alone, is the basis of many of the best decisions, the most dynamic and profitable organizations, and the most satisfying and successful lives.

### A Solution for the Job Hunter

Job hunting can be stressful and defeating at times. Employers receive thousands of applications for just one position. Finding the right fit can sometimes seem impossible. The critical components of a successful job hunt include emotional coaching, self-assessment, and setting objectives.

- ◆ The average job search lasts four months
- ◆ A company interviews one person for every 250 resumes it receives

General intelligence and technical skills are important in the workplace, but to create personal success, one must also possess a high level of emotional intelligence. EQ is independent of IQ, thus, emotional intelligence cannot be predicted from one's level of general intelligence. Emotional intelligence is incredibly relevant to the workplace, especially for leadership, management, and teamwork. Moreover, emotional intelligence is invaluable during an interview.

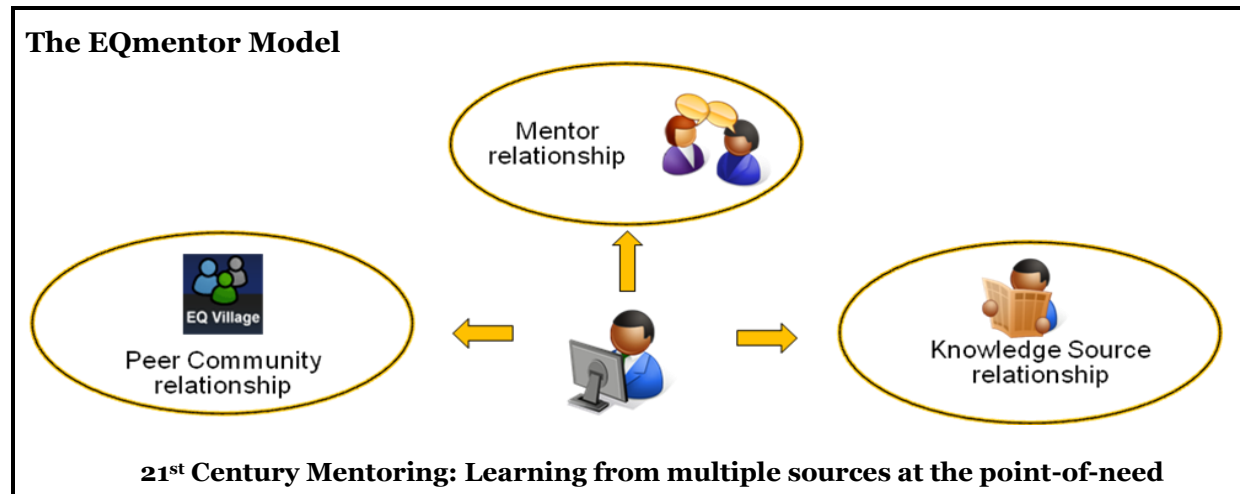
True EQ learning, however, occurs over an extended period of time – not in a classroom, two-day seminar, or workshop. Emotions change with experiences on a daily basis, so the challenges individuals face are almost constant. Furthermore, adults learn best when they feel emotionally safe enough to disclose information – a critical element for enhancing EQ. As such, working with a mentor through an extended period of time truly allows for the manifestation of the spectrum of emotions, and patterns, and personal development.

EQmentor provides a service that helps professionals manage their careers. The unique parameters allow for *point-of-need* learning – the most critical requirement in adult learning. The anonymous relationship fosters the emotional safety necessary for true learning.



## The EQmentor Solution

Our never-before-seen online mentoring service features access to a global cross-industry community for peer collaboration using a custom, Web 2.0 technology that connects mentors and mentees under a unique set of parameters. EQmentor matches mentees to mentors using key characteristics such as vocation, personality characteristics, EQ, and years of experience. Mentors undergo a comprehensive screening, training, and certification process that ensures a quality mentor-mentee relationship.



- ◆ The EQ Room provides an emotionally safe, objective, free-of-retribution, unbiased, and non-judgmental communication environment with a mentor.
- ◆ The EQ Village features a custom-built area for communal collaboration among working professionals.
- ◆ Resources include the business research database located in EQ Knowledge, developmental EQtoolkit exercises, wisdom of community in EQ Experience, and access to user-generated content in the EQ Wisdom.

## Advantages of EQmentoring

- The **asynchronous** nature of the communications allows the relationship to not be bound by time or scheduling. Mentors and mentees do not have to be in the same geographical area to benefit from each other's wisdom.
- The **anonymity** of online communication is an advantage. Mentors feel more comfortable providing honest feedback and mentees can discuss sensitive interpersonal issues freely through virtual means.
- Access to communications in written form allows the mentee to take advantage of the knowledge gained at the **point-of-need** and provides an opportunity to refer back to the teaching moments.
- Enjoy access to a **global source of wisdom**, either one-on-one with a mentor or through the EQ Village ... bringing a whole new meaning to the adage "it takes a village."