

Emotional Intelligence and Mindfulness at Work

Why Human-Centered Skills are Essential to Future-Proof Your Organization



and the future is now.



Search Inside Yourself
Leadership Institute

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Introduction

In a time of unprecedented levels of stress, feeling overwhelmed, increased competition and ongoing demands, it's critical for individuals and teams to have the necessary tools and skills to meet the challenges of today's working environments.

VUCA is a concept from the military that originated to describe the post-Cold War world: volatile, uncertain, complex and ambiguous. It's a term that can describe the current moment and unknown long-term impact of the global COVID-19 pandemic across sectors and layers of society.

At the Search Inside Yourself Leadership Institute (SIYLI), we believe in the power of emotional intelligence based on mindfulness to transform individuals, teams and organizations. Since our core program was born at Google more than a decade ago, we've seen these skills as essential for thriving individuals and organizations.

And we're not the only ones: Neuroscience and behavioral research studies continue to present evidence that both mindfulness and emotional intelligence provide the skills and capacities needed to improve resilience, collaboration, individual and team performance, sustainable well-being and effective leadership.

The World Economic Forum stated in its *2018 Future of Jobs Report* that "in order to truly rise to the challenge of formulating a winning workforce strategy for the Fourth Industrial Revolution, businesses will need to recognize human capital investment" and by 2022 human skills—such as emotional intelligence, creativity, leadership and social influence—will significantly increase in importance. [LinkedIn](#) also published a list of top skills for companies in 2020, identifying emotional intelligence as part of the top five soft skills.

We believe that human-centered skills—such as emotional intelligence and mindfulness—are no longer optional; quite the opposite, they're critical for organizations to thrive today and in the future.



To gain further insights from real workplaces, we asked industry experts about the state of emotional intelligence skills in their organizations. In late 2020, we surveyed 955 leaders, managers and employees from a wide range of organizations and functions from around the world and found that 85% agree that emotional intelligence is important for the future, up from seeing it as an important skill in the past (60%) or the present (76%).

Our team's research led us to identify the four main reasons why the skills of emotional intelligence based on mindfulness are more important than ever before:

1. Current levels of stress and burnout.
2. The need for connection in a (more) disconnected world.
3. The growing demand for human-centered leadership.
4. The need to adapt to thrive.

In the next few pages, we will share more details and insights on each one of these four topics, based on the evidence we gathered from primary and secondary research and from the hundreds of interactions we have with individuals and teams from around the globe.

I hope you will join us in the movement to bring more human-centered skills to the world so that more and more people can thrive and unlock their full potential at work and in life.

We hope you find these findings as insightful as we did. We're always here to help.

Onward, together.



Rich Fernandez, CEO
Search Inside Yourself
Leadership Institute

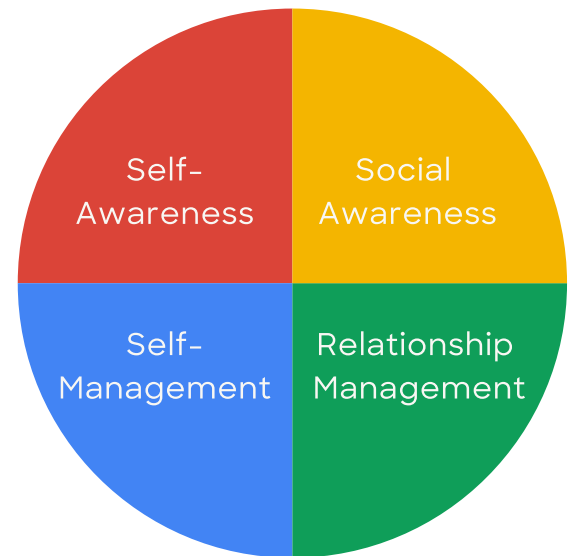


Emotional Intelligence Based on Mindfulness

What Is Emotional Intelligence?

Emotional intelligence is the ability to recognize your own and other people's emotions and use this information to guide skillful thinking and behavior.

Emotions are part of everyone's working lives and are essential for decision-making and connection. At SIYLI, one of the areas we focus on is the development of the four domains of emotional intelligence: self-awareness, social awareness, self-management and relationship management.



What Is Mindfulness?

We define mindfulness as the **ability to focus on the present moment with curiosity and openness**—a foundational skill that underpins emotional intelligence. Mindfulness practices train the ability to become aware of the present moment, building attention, focus and concentration. Mindfulness also improves our capacity to be present in conversations and meetings, strengthening relationships and building empathy. The continued development of mindfulness results in greater clarity and calm, which helps individuals regulate threat responses, manage tasks skillfully and improve decision-making.

Mindfulness is foundational to the development of the four domains of emotional intelligence. Practicing mindfulness can increase our ability to focus on, accept and manage whatever the present moment contains—for better or worse. With a greater sense of clarity, we are better equipped to understand and manage our own thoughts and feelings, making us better at collaborating, empathizing and inspiring others.



Key Points

In this e-book, you will find the latest research conducted by SIYLI and other experts concerning the impact of emotional intelligence and mindfulness on four key organizational trends:

1. Why current levels of stress and burnout are costly and unsustainable.

2. How connection and belonging in a (more) disconnected world are essential for team performance.

3. The emerging demands for human-centered leadership.

4. The need for resilience and agility in order to innovate and adapt.

Over a decade of experience training thousands of people in all corners of the world has allowed SIYLI to validate that human-centered skills can be cultivated and to demonstrate the power of emotional intelligence based on mindfulness to transform individuals, teams and organizations.



Stress and Burnout

Manage Stress & Burnout

Organizations today face increasing levels of stress and burnout with employees. As the COVID-19 pandemic forced many businesses to pivot, employees at all levels faced the VUCA world in every aspect of life.

There is no denying these are complex and provoking times, and the way we work is changing rapidly. Carolina Lasso, SIYLI's marketing director, describes the current times: "It feels as though we're flying a fast-paced plane while we build it, with little room for error."

According to an early 2020 Gallup survey, 76% of workers experience burnout.

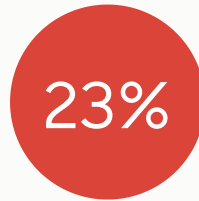
A Kaiser U.S. study reports 53% of adults experienced at least one negative effect on their mental health and well-being due to worry or stress related to the pandemic. Additionally, a study by the U.S. Center for Disease Control and Prevention shows that anxiety symptoms tripled and depression quadrupled in 2020 in a group of almost 6,000 participants, compared to 2019. While work-related stress can be the sole cause of burnout, external stressors—financial, health, relationship or other—also contribute.

Although burnout levels recently increased due to the pandemic, it's not a new challenge for employees and organizations. In 2019, the World Health Organization officially identified burnout as an "occupational phenomenon" resulting from chronic workplace stress that has not been successfully managed.

Employees who say they very often or always experience burnout at work are:



more likely to take a sick day



more likely to visit the emergency room



as likely to be actively seeking a different job

Gallup 2018



Developing strategies to manage stress is essential to our ability to cope with challenges and our capacity for resilience. The good news is, according to numerous studies from around the world, developing mindfulness and emotional intelligence can help individuals to manage stress successfully, cultivate resilience, increase job engagement and even strengthen immune system response.

A meta-analysis looking at 20 empirical studies confirms that mindfulness-based stress reduction (MBSR) techniques reduce clinical and non-clinical stress symptoms significantly. Further evidence from a study published in the *Personality and Individual Differences Journal* shows that participants' emotional intelligence (EI) capabilities correlated with their ability to cope with stress.

When confronted with stressors, research participants with higher EI scores showed greater indicators of resilience (modest declines in positive affect, less negative affect and challenged physiological responses to stress). Developing EI will not eliminate stress from our life, but EI skills strengthen our ability to meet life's challenges with care, focus and resilience.

Research also indicates that EI provides benefits beyond acute stressful situations. Another study in the *Personality and Individual Differences Journal* reveals that higher EI can lessen the negative impact of major life events—such as the death of a loved one, serious illness or job loss—on mental health. As we practice mindfulness and strengthen our EI, neuroplasticity enables us to have a well of sustained resilience made up of inner calm, an ability to manage our emotions and an ability to reframe challenging situations.

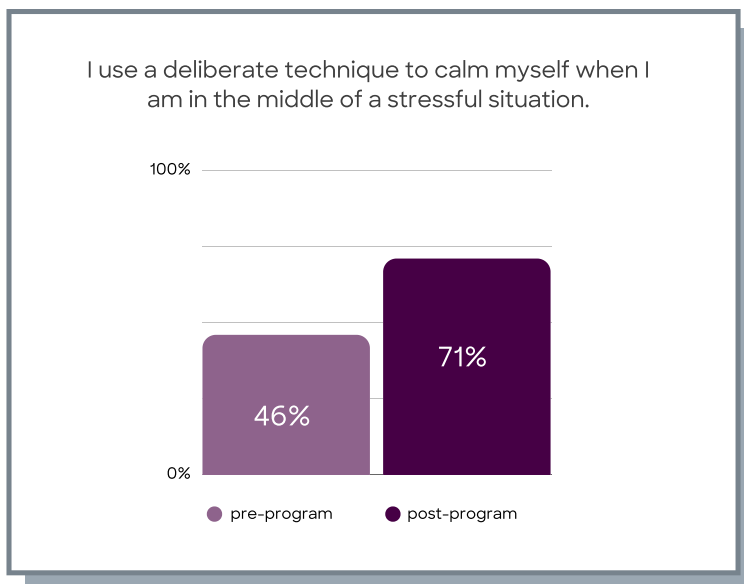
"To fight for change tomorrow, we need to build resilience today."

—Sheryl Sandberg, COO Facebook



SIYLI Results on Stress & Burnout

In our programs, we teach practical EI and mindfulness skills for stress management that can be applied directly at work and in life. When we analyzed results collected before and after our core program, Search Inside Yourself, with over 6,500 responses, we found the program has a positive effect on stress management abilities, as seen below:



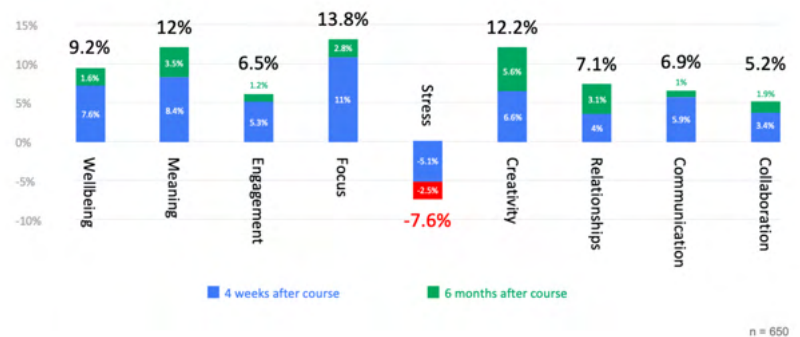
Before the program, only 46% of participants reported using a technique to calm themselves in the middle of a stressful situation. After the program, that percentage of participants grew by 25 percentage points to 71%. Developing stress-management skills is similar to working out at the gym: The more you practice, the easier it becomes. The result is a greater ability to navigate challenges—such as difficult team dynamics, disputes with a colleague or working with a frustrating client—without becoming overwhelmed or facing burnout.



SAP Case Study

Today, more organizations include well-being in their talent development initiatives and SAP is leading the way with over 60 certified in-house trainers who have delivered the Search Inside Yourself (SIY) program to more than 13,000 employees. According to the SAP annual mindfulness ROI study of 7,200 employees who attended the SIY program, the program benefits both stress reduction and increased well-being among many other positive outcomes.

According to SAP Chief Mindfulness Officer, Peter Bostlemann, "There is a significant increase in employee engagement, leadership trust index, also an increase in retention rate and a significant decrease in unscheduled absences."



ROI of Stress-management

The research is clear: Employee well-being is essential to organizational durability *and* profitability. When SAP measured the impact their programs had on the bottom line, they found a 200% return on investment. With this knowledge in hand, leaders can feel confident allocating resources to alleviate early-stage burnout and making employee well-being a top priority.

When you equip employees with critical stress management, self-awareness and resilience skills, they better understand how to adapt and thrive in challenging environments, leading to increased connection, innovation and creativity.

Workplace stress costs the U.S. economy more than \$500 billion per year.

[Harvard Business Review 2019](#)



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Ultimately, being able to “self-lead” through challenging times and with that, learn how you can lead others through these challenging times is the key ingredient to manage change in an organization.



Ralf Haacke

Director Global Business Services
& Mindfulness-based Emotional Intelligence
Procter & Gamble

Connection

Strengthen Connection in Teams

Humans are social species, and connection is a basic need that not only feels good but also supports trust and psychological safety—essential elements for effective collaboration and team functioning. When team members feel connected, safe and supported, they are more likely to be engaged. And employee engagement is one of the main drivers of team and organizational performance.

According to the Corporate Leadership Council, work engagement improves employee performance by up to 20 percentile points, raising employee performance by one quintile. Gallup's 2020 meta-analysis on Employee Engagement and Performance also found that organizations with high employee engagement have lower absenteeism and turnover rates, spend less on health care costs, have a more productive workforce and acquire greater customer loyalty. Connection doesn't just feel good, it's essential for organizational success.

Outcomes of Highly Engaged Business Units and Teams

When comparing top-quartile with bottom-quartile engagement, Gallup found that business units and teams resulted in median percent differences of:



Gallup 2020

“Employee engagement matters now more than ever. A recent Gallup global study of 62,965 business units and teams, published in Human Performance, found that highly engaged teams were more resilient than their peers during the 2001-02 and 2008-09 recessions. In fact, favorable job attitudes have a stronger relationship to organizational outcomes in bad economic times than in normal or good times. By developing a culture of employee engagement, leaders can forge strong, resilient organizations, teams and individuals.”

Gallup 2020



Employee Engagement

As the COVID-19 pandemic forced countless organizations to operate with a fully remote workforce for the first time, many employees reported feeling isolated. This feeling often leads to a loss of motivation and productivity. Looking to the future, many organizations are considering maintaining at least a partially remote workforce, which will require extra care and attention to keep connections strong between remote colleagues.

Even before this large pivot in 2020, our world was already becoming increasingly disconnected. Cigna's early 2020 research on loneliness found that 61% of Americans reported they feel lonely at work. Employees feel lonely at work when they lack authentic connections with their colleagues. Fortunately, EI can support us to build and strengthen those bonds.

“Lonelier workers perform more poorly, quit more often and feel less satisfied with their jobs—costing employers upwards of £2.5 billion (\$3.5 billion USD) in the United Kingdom alone.”

[Harvard Business Review](#)

Living in a time of digital overload with much of our work and life taking place on a screen, human-centered capabilities have never been more important to maintain connection.

So how can you strengthen connection within your team and organization in an increasingly disconnected and lonely world? The research is clear: Develop EI. The framework of EI incorporates intrapersonal skills, such as self-awareness and emotional regulation, *and* interpersonal skills, such as relationship development, empathy and compassion—all essential to building connection for in-person and remote teams.

Evidence from the peer-reviewed Mindfulness Journal shows a predictor effect of EI on work engagement. The 2015 study looked at more than 300 employees from the U.S. and Australia and found that higher EI is significantly related to higher work engagement. EI is a crucial foundation for all employees to develop trusting and flourishing teams.



Collaboration & Effective Teaming

Our [2020 research](#) identified collaboration as a top organizational value among survey participants—making it essential to prioritize learning how to strengthen and optimize team collaboration.

When [Google](#) went on a quest to discover which conditions produced high-performing teams, they found psychological safety is the number one determiner of a team's success. Psychological safety is present when team members feel safe to connect with others, take risks and be vulnerable.

According to a [2019 Harvard Business Review study](#) with executives, however, "76% reported difficulty feeling connected to their teammates, with cited reasons ranging from perceived differences in personality to the strain of working across time zones." Unfortunately, fading or difficult interpersonal connections is a consequence of working without interpersonal tools. Teams around the world are now challenged to explore new ways to maintain collaboration and promote a sense of belonging and connection in a digital landscape, and skills like empathy and mindful communication can support.

"High levels of emotional intelligence, our research showed, create climates in which information sharing, trust, healthy risk-taking and learning flourish. Low levels of emotional intelligence create climates rife with fear and anxiety."

— Daniel Goleman, Richard E. Boyatzis and Annie McKee in [Harvard Business Review](#)



As many businesses navigate the challenges of a newly remote workforce or the uncharted territory of returning to work after a global shutdown, EI skills are essential to ensuring a healthy collaborative environment. According to the [Collaborative Economy Report](#) from the Australian Branch of Deloitte, "**Companies that prioritize collaboration are twice as likely to be profitable and twice as likely to outgrow competitors.**" Yet less than half of Australian businesses have a collaboration strategy in place.

Emotional intelligence and mindfulness strengthen organizational cultures based on psychological safety through the development of both intrapersonal and interpersonal skills.



Diversity, Equity & Inclusion

Essential to developing connection in teams is ensuring that all voices, especially those of marginalized or underrepresented communities, are welcomed and heard. As SIYLI advisory board member Toussaint Bailey says, "start at this place of listening."

Our learned biases are often so subtle that it's easy to deny they exist. Yet they influence hiring decisions, trust between colleagues, treatment of team members and, consequently, group psychological safety.

Mindfulness increases our ability to listen empathetically without judgment, an essential skill in developing inclusive psychological safety for all team members. Furthermore, practicing mindfulness highlights our own habituated mental and physical response to people we perceive as different from ourselves. Understanding these assumptions and beliefs and how they influence our behavior is essential to enabling empathy and creating authentic trust and safety in a diverse team.

One study published in the *Social Psychological and Personality Science Journal* found that mindfulness directly impacts biases such as age and race by reducing associations and prejudices. Our 2020 impact report also supports this as it displayed an increase in self-awareness and empathy, with participants reporting an increase in their ability to notice their own emotions and consider the perspectives of others.

Most organizations already consider how they are ensuring diverse perspectives, as *Harvard Business Review* research found that diverse teams perform better and are more innovative than non-diverse teams. Research from McKinsey also found that "for every 10% increase in racial and ethnic diversity on the senior executive team, earnings before interest and taxes rise 0.8%." However, the presence of perspectives is not enough; teams need human-centered tools to deconstruct their own biases and strengthen empathy for real inclusion to happen.

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Mindfulness is all about how we are in the world—searching inside ourselves for influence and leadership to mindfully and skillfully engage with others and with the word.



Rhonda Magee
Law Professor, UCSF
Author, "The Inner Work of
Social Justice"

Human- Centered Leadership

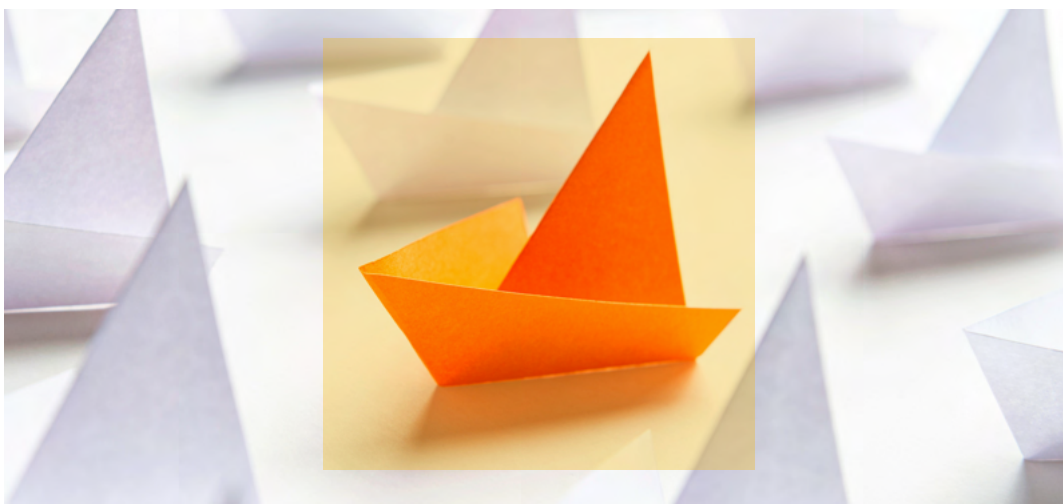
Develop Human-Centered Leadership Skills

Leaders today navigate unprecedented challenges without a roadmap. Confronted with added stressors and increased volatility, a leader's ability to communicate clearly, remain agile, empathize and innovate are not only strengths—they are necessities. The pandemic tested the foundations of organizations and highlighted many reasons why a human-centered leadership approach is essential.

Mindful and emotionally intelligent leadership skills help you to achieve clarity about what is important to you while garnering a deeper understanding of the world (and people) around you. Leaders who cultivate these skills stay motivated and calm amid turbulence, understand how to have difficult conversations with compassion and empower people to perform their best.

Research from Glassdoor found that top-rated CEO's shared similar priorities throughout the pandemic, such as "prioritizing work-life balance, taking care of employees' overall well-being, offering flexible and/or remote working policies, establishing strong health benefits and maintaining frequent clear communication."

These priorities require empathy, compassion and agility—all qualities of EI. Employees work harder for leaders who care about their needs and are willing to support their well-being.



Successful leadership centered around EI long before the pandemic. A [Harvard Business Review study](#) surveyed over 300,000 leaders to identify the top leadership skills and found that six of the top eight skills relate to EI, whereas only two relate to IQ. A recent Inc. lead article summarized it best: "The better you can understand and manage your emotions—and the emotions of people around you—the greater your chances of success." [Our 2020 research](#) agrees. We found that emotionally healthy leadership is a top indicator of organizational success.



Our 2020 State of Emotional Intelligence Report indicates that leaders with high levels of EI create a climate in which information sharing, trust, healthy risk-taking and learning flourish. Low levels of EI, however, create climates rife with fear and anxiety. Further research from the [Yale Center for Emotional Intelligence](#) found that of employees with supervisors who displayed low EI, 70% of their primary feelings about work were negative. In contrast, for employees with supervisors showing high EI, nearly two-thirds of the words they used to describe work were positive.

"Mindful Leadership entails being aware of one's internal compass. It enables a leader to respond to a situation as it arises, to respond to the reality of constant changes from a place of deep calm and focus, and to have the presence of mind to face the reality of any situation."
 —Maria Gonzalez, author, "Mindful Leadership"



Especially in crises and during sudden changes, employees are sensitive to a manager's behavior. If a manager feels helpless, this can have a negative trickle-down effect on employees. In their research on change leadership, Julie Chesley and Avonlie Wylson of Pepperdine University found that leaders with higher levels of mindfulness navigate ambiguity related to change better.

Leaders who displayed high mindfulness had positive strategies to manage their stress, showed mental agility and resilience, and observed ambiguity with curiosity and openness.

These characteristics lead to more impactful and influential leadership that drives innovation.

Leaders must understand their own emotions and the impact these have on their team and organization. Thoughts and feelings inform behavior, and if our emotions are unmanaged, the emotional contagion can impact group dynamics and team effectiveness negatively. Leaders who cannot manage stress during challenging times create a sense of uneasiness and added stress for their colleagues and employees. EI equips leaders with a greater awareness of their emotions, tools to self-regulate, and practices to strengthen empathy and connection—all key ingredients in the recipe to create psychological safety in their team and organization.

While research agrees on the importance of EI for leadership, our study uncovers a gap between this relationship and the reality in many companies: Organizations rate leadership as one of the top skills crucial for future success, yet they also rate emotionally healthy leadership and involving employees in decisions as weakest, with plenty of room for growth.

EI is an essential competency for leaders as we navigate the future of work. And the best news: These are trainable skills!

At SIYLI, we think of leadership as influence, and we all have the capability to influence each other at work and in life. How we use that influence is what matters.

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You cannot get through a single day without having an impact on the world around you. What you do makes a difference and you have to decide what kind of difference you want to make.



Jane Goodall
Primatologist
UN Messenger of Peace



Adapt and Innovate

Adapt & Innovate to Stay Competitive

In our [2020 Emotional Intelligence Survey](#), participants chose “dealing with uncertainty” as the number-one priority for organizations.

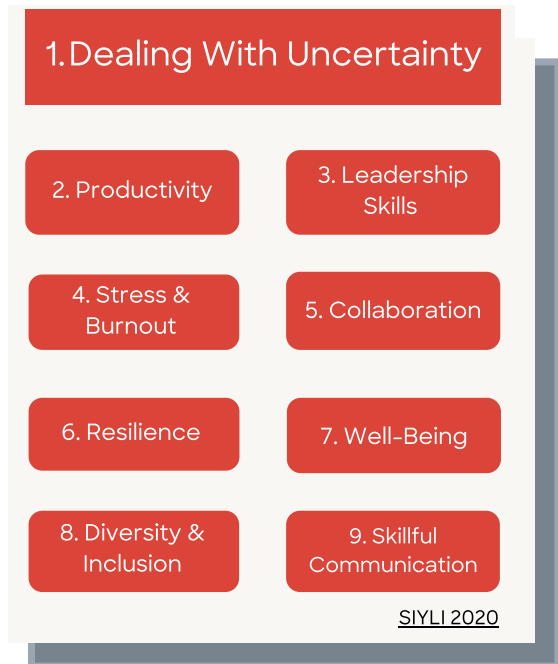
Innovation allows organizations to address competitors, increase productivity, solve internal problems, market products creatively, meet consumer needs and sustain growth. But according to a [McKinsey report](#), while 84% of executives agree that that innovation is critical for their business, only 6% are satisfied with their innovation performance.

"We live in an 'anti-failure' society where people see failure as a bad thing and prefer to live in their comfort zone, but that's not where innovation happens. Innovation takes place in diverse and resilient environments," says Saleema Vellani, author of "Innovation Starts with I."

"Vulnerability is the absolute heartbeat of innovation and creativity. There can be zero innovation without vulnerability."

– Brené Brown, Research Professor
University of Houston

Top organizational priorities across the next 12 months:



Operating in a changing and ever-evolving environment, organizational agility and adaptability help companies stay competitive and innovate. As organizations adapt to the growth of artificial intelligence and automation, human-centered skills—such as resilience, motivation, a growth mindset and inclusion—are necessary to survive and thrive.

Based on research done by [Brené Brown](#), "innovation comes as the result of dealing with doubt and being willing to face hard conversations." EI is necessary for innovation and creativity to come to life.



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Resilience is essential to drive change because in any innovative process there's uncertainty: Your project can be a total success or a complete failure, and you have to be comfortable with either outcome. Failing happens so frequently that it's just part of the innovation process. As an innovation team within a large organization, we also face a lot of resistance from other teams when implementing something different and new. We must be resilient and keep on going to drive the change that is needed for the future of our organization. There's no other way.



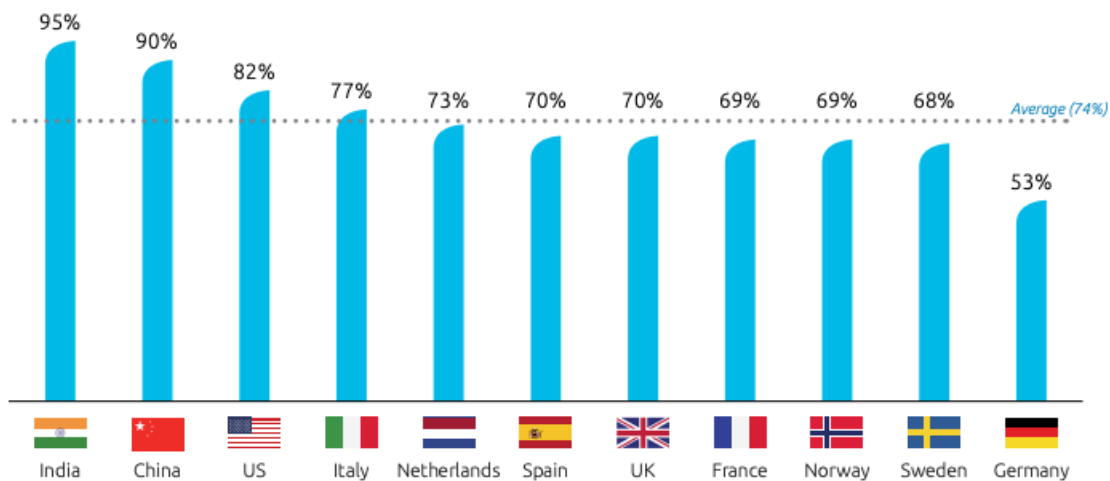
Natalia Triana Mendez
Head of Innovation
Scotiabank in Colombia

Automation and Artificial Intelligence Demands

The use of artificial intelligence, machine learning and automation is growing across industries and regions, bringing new opportunities and greater efficiencies to organizations. These new technologies also blur the lines between tasks performed by machines and those undertaken by humans. It's clear this will affect the types of roles in the near future and how they're performed. Research indicates that with the advent of these changes at work, EI skills will be more critical than ever before across functions, levels and sectors.

A detailed study conducted by the [Capgemini Research Institute](#) states that "in this environment, it is important for employees and organizations to focus on those unique human cognitive capabilities that machines simply cannot master." In the age of automation and artificial intelligence, EI is set to become a must-have skill. Research shows that organizations will soon require a basic level of EI as a necessary qualification even for nonsupervisory roles. EI offers concrete benefits to employees and organizations in terms of higher productivity, higher job satisfaction and lower attrition among others.

Share of executives who believe that EI will become a must-have skill, given the growth of artificial intelligence and automation



Capgemini Research Institute, [Emotional Intelligence Research](#), Executive Survey, 2019

According to the same study, "a large majority of the organizations we surveyed (83%) believe that a highly emotionally intelligent workforce will be a requisite for success in the years to come. We also see that demand for EI skills will multiply by, on average, six times across countries in the next three to five years."



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“The evolution of the modern workplace requires a paradigm shift and a disruption of the status quo. In our view, this necessary disruption will be driven by a renewed, unabashed focus on the power of emotional intelligence.

Emotionally intelligent employees build strong bonds with customers and enhance organizational performance and profitability, and the trajectory of Four Seasons strongly suggests that the 'EI advantage' is both real and powerful.”



Christian H. Clerc
President, Worldwide Hotel Operations
Four Seasons Hotels And Resorts



Why SIYLI?

Why Search Inside Yourself Leadership Institute?

Bridging mindfulness practices, the latest in leadership research, EI and modern neuroscience, we work with people and organizations to unlock their full potential.

Search Inside Yourself (SIY) was born at Google in 2007 when an engineer, Chade-Meng Tan, gathered a team of leading experts in mindfulness, neuroscience, leadership and EI to develop an internal course for fellow Google employees. The aim of the program was to help people develop the skills of leadership, mindfulness, empathy and overall EI to create the conditions for individual and collective thriving.

Other major contributors to SIY included meditation teachers Mirabai Bush, Norman Fisher and Yvonne Ginsberg; neuroscientist Philippe Goldin; and business leader Marc Lesser. SIY also drew extensively from the work and counsel of Daniel Goleman, Richie Davidson and Jon Kabat-Zinn.

SIY quickly became quite a popular training program offered within Google. In 2012, due to the high demand for SIY from external organizations, its founders spun

BORN AT
GOOGLE AND
BASED ON
NEUROSCIENCE

off the program and created the independent nonprofit educational institute called the Search Inside Yourself Leadership Institute, SIYLI (pronounced "silly"—they wanted to keep it light!).

Since then, SIYLI has become a globally recognized institute with over 600 teachers worldwide, operating in over 50 countries across six continents with over 100,000 people attending SIY programs and events.

SIYLI's programs—whether delivered in-person or online—help individuals and teams develop the skills they need to thrive in today's complex and fast-paced working environments, leading to improved organizational performance. The institute continues to work extensively with Google and SAP, the United Nations, Procter & Gamble, Salesforce and many more corporate, nonprofit and government organizations around the world.



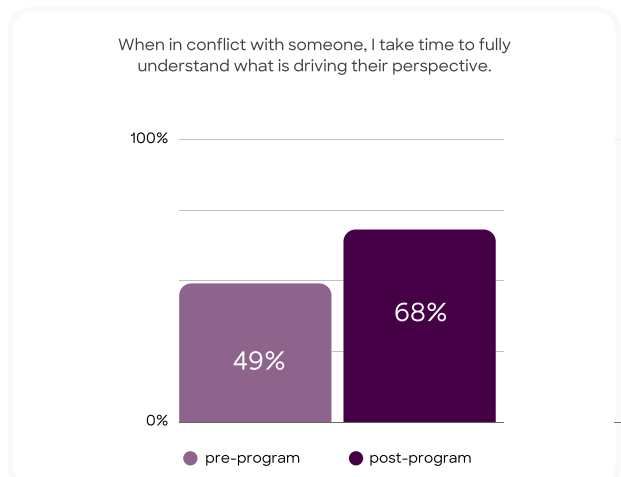
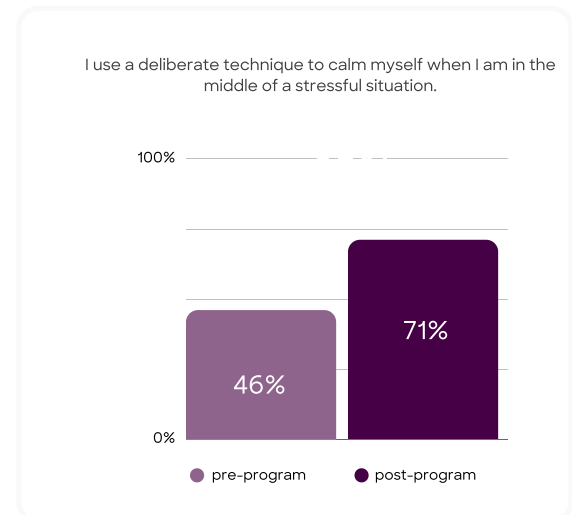
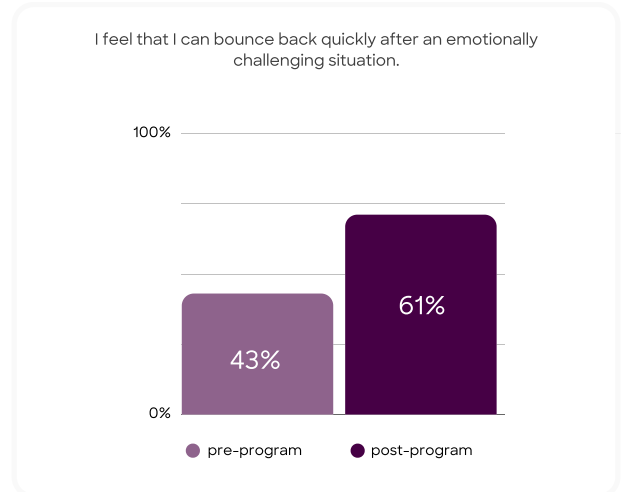
Cultivate the Skills for a Future-Ready Organization

At SIYLI, we're committed to measuring the impact of our work to gauge our efforts toward our mission. For the past few years, we've surveyed SIY program participants before taking the program and again one month later, collecting more than 6,000 responses from trainings delivered in over 20 countries. Our [2020 Impact Report](#) presents the results we received and provides statistically significant evidence that our core SIY program leads to improvement in a broad array of outcomes related to mindfulness and EI.

Increased resilience was one of those outcomes—after the SIY program, 61% of participants report feeling able to bounce back from an emotionally challenging situation, compared to 43% before the program.

Participants also reported a reduced level of stress after taking the program. Through practices primarily around mindfulness, self-awareness and self-management, the program helps individuals increase well-being. After the program, the percentage of participants who reported being able to use a technique to manage a stressful situation grew by 53%.

One aspect common to most leaders is the need to relate with others. The SIY program teaches how to better collaborate and work with other people, including managing conflict or having difficult conversations, leading to a 39% improvement (19 percentage points) in this dimension.



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“The impact on the financial bottom line of the SIY program is about twice as high as all the costs. So it’s more than 200% return on investment, including the cost for people that are sitting in the class for two days, which is, by the way, the highest cost driver.”



Peter Bostlemann
Chief Mindfulness Officer
SAP

SIYLI Program Offerings

Our programs enhance well-being, leadership, performance, resilience and collaboration at all levels. We work closely with you to implement change at your level of need and depth—whether it be short introductory programs, topical modules or all the way to scaling SIY across your organization.

Intro	Keynotes	This brief introduction to mindfulness and EI, integrates hands-on exercises and can be customized for your organization's needs.
	Adaptive Resilience	This three-part series helps build the behaviors, mental habits and practices that promote personal resilience and enhance resilience within your team.
Core	Search Inside Yourself	Originally developed at Google and now taught in a wide variety of companies, Search Inside Yourself is our foundational offering in mindfulness-based EI. It is grounded in neuroscience, and the program includes highly interactive live (in-person or online) sessions, followed by a four-week online integration journey.
Deepen	Embed & Sustain	Advanced and sustainment programs deepen the benefits of the SIY program and cultivate ongoing peer support and practices to embed mindfulness and EI into the way you work.
	Effective Teaming	Develop interpersonal skills to build a culture based on trust, psychological safety, empathy and inclusion, leading to improved team performance.
Scale	Train the Trainer	Train your employees to deliver Search Inside Yourself. Integrate mindfulness into your organization's culture, grow the program's impact and develop your internal capacity at scale.
	Custom Programs	Explore the best fit for your organization. We create custom solutions, building on the success of our existing programs.



Our clients

We work with organizations across many countries and industries: technology, energy, banking, biotech, medical, insurance, gaming, telecommunications and many more.



Procter&Gamble



United Nations



Genentech
IN BUSINESS FOR LIFE



gemalto
security to be free



DAIMLER



plantronics.



San Francisco
Department of Public Health



SIYLI's State of Emotional Intelligence Report 2020

In 2020, we surveyed 955 professionals in 59 countries across 28 industries. The State of Emotional Intelligence Report delivers key industry insights on EI at the individual, team and organizational level.



Agree that emotional intelligence is important for the future

Survey Results

Our survey's core findings show the increasing importance of EI for organizations and a positive relationship between organizations that value EI and organizational success. Collaboration and compassionate leadership were found as notable values and priorities for organizations, especially in highly uncertain business conditions.

The report also highlights the high baseline of openness to EI skills inside organizations, indicating a readiness to embrace this future-critical skillset.



Do you want to create a
future-ready
organization where
people thrive?

Let's go on that journey
together.

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