

Value Creation Management Briefing Series

May 3, 2017 - A Magician, a Monk and a Miracle

Ease the tension between IT & Business by developing your level of Personal Intelligence (EQ + IQ)

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One of the biggest obstacles inhibiting the creation of business value from technology is a communication gap, fear and mistrust between business and technicians.

Imagine a magician and a monk explaining a miracle. Both are likely to approach this mysterious marvel from such conflicting viewpoints they could well be speaking different languages. Their opposing principles and priorities would also make it challenging to establish common ground and – after much deliberation – neither is likely to convert the other making some form of clash inevitable.

The relationship between IT and Business is well known to be similarly challenged. Differing needs and priorities mean that one party may as well be speaking Japanese, the other kiSwahili. Miscommunication leads to misunderstanding, misbehaviour to mistrust and – with mounting misdemeanours - what gets missed most is the point.

Whether human beings speak in baffling acronyms or use impenetrable jargon, the point is they remain human beings with fairly predictable responses. Like it or not, IT and Business depend upon one another and by developing a healthy level of Personal Intelligence (EQ + IQ) any battle-of-wills can be turned into a ‘functional relationship’ – a relationship at work, that works.

Join Steph Vermeulen - South Africa’s EQ Guru – who will argue that the primary reason to develop Personal-Intel is to free ourselves from the debilitating effect of emotions that interfere with the application of rational intelligence. When we are thinking clearly, tolerance improves making it far easier to gain co-operation (even from difficult people).

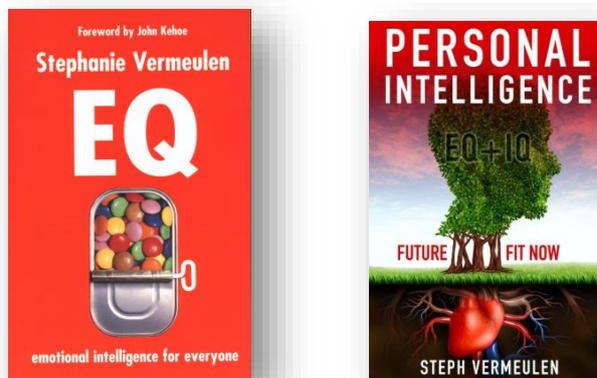
Personal-Intel is grounded in science and by attending this interactive session you will learn:

- Social conditioning (memes) determines our thinking which can get us stuck in the myopia of old repetitive ‘stories’ about us and them
- Perception is faulty (always) so is memory
- Need-to-be-right arguments don’t change faulty perceptions they entrench them
- Personality is not fixed; we are what our neurons are up to which means we can change.
- Emotions operate the communication system between the brain and body; the flow (or lack thereof) manifests as a feeling that determines our energy and tolerance levels.
- Mood is the emotional habit we are addicted to and – grouchy or not – it’s contagious.
- Stress produced by all forms of negativity cripples the thinking brain

ITWinners is a South African consultancy and training company owned by **Gary Hardy** which focuses on maximising value from your IT investments. Utilising decades of experience, we apply pragmatic and positive approaches to help public and private sector enterprises identify and then implement strategies that deliver real business benefits.

“For too long, IT has been the responsibility of technicians who are partitioned off from the rest of the enterprise. Their drivers, strategy, focus and success were rarely married to those of the business. But today, more than ever, IT will be relied upon to drive innovation and growth – so it needs to be entrenched in enterprise strategy, and there must be total trust and alignment within the business. Everyone has a responsibility to deliver stakeholder value”

Steph Vermeulen has been a leading pioneer in the field of EQ (emotional intelligence) for nearly two decades. Author of the original 1999 best-seller *EQ: Emotional Intelligence for Everyone* she has embraced the ground-breaking scientific advances that have matured EQ into the now all-encompassing field of Personal Intelligence (EQ + IQ).



STANLIB manages and administers over R584 billion (USD 39.5 billion) (as at 30 June 2016) assets for over 500, 000 retail and institutional clients with a presence in ten African countries. We have a proud heritage and more than 1200 years of collective experience in our investment team.

We have a diverse investment offering designed to deliver on our investment promise to our clients. We embrace diversity because it gives us a different perspective, we encourage individual focus to promote accountability and individual excellence. We believe diversity and individual focus, together, create sustainable growth and excellence... this is our promise to ourselves, our clients and society at large. We are passionate about investments – Our passion, your investment’s success.

The IT Value Circle is a South African network of business and IT individuals who believe in the need to enable an understanding of how IT can contribute to increasing business value by:

- Improving skills
- Sharing knowledge
- Leveraging good practices
- Influencing stakeholders Helping to change mindsets and cultures.

