

EBW Facilitator Survey Results

One question to unlock performance _____

Every 6 months or so we ask 50 Certified Facilitators of the EBW Emotional Intelligence System one simple question:

"On a scale of 1 to 10 how willing are they to recommend the EBW to friends and colleagues and why?"

Why do we ask them that question?

We want to know whether they are willing to stake their reputation on our ability to deliver.

If they are, then we're delivering on our commitment to them.

If not, then we need to improve.

Here is what they said:

1. *High quality service and EI assessment products. The EBW Team seem to really care about making a difference.*
2. *Very thorough Business EI profile and good customer service.*
3. *Because it is good to have 8 dimensions, but truly the database to benchmark with the Chinese participants is excellent as cultural differences exist.*
4. *The clarity of the instrument and the excellent back-up provided in terms of responsiveness and on-going research and updates.*
5. *It helps me identify the hidden emotional strengths a person has for a job.*
6. *Reasonable research backing for what it offers and not much over stretch in marketing applications.*
7. *The excellence and reliability of the EBW reports and the responsiveness and competence of the EBW team.*



8. *Easy to use and the report format forms a great agenda for a feedback discussion.*
9. *The EBW team have been very responsive and supportive.*
10. *I use the EBW with all my clients and without exception they have found it supremely useful even when sometimes it can make uncomfortable reading! I was also impressed that Stephen Walker took time to talk to me about expanding my use of the EI.*
11. *I find it useful for starting all my leadership coaching and the site full of useful advice.*
12. *EBW makes it so easy for clients to see where they need to make changes.*
13. *Valuable for gaining insight into users' leadership style.*
14. *User friendly and very informative.*
15. *Robust reliable system with relevance in the workplace.*
16. *I like the easy to use system and the research behind it.*
17. *Brilliant resource.*
18. *A very good and efficient way for self awareness and building trust.*
19. *The test is relevant to businesses today.*
20. *Feedback when incorporated with knowledge of participant is so accurate and enables the person to become so self-aware of where they are and where they want to be. They then appreciate the GAP and are receptive to coaching to develop further.*
21. *The tool and support.*
22. *It makes sense. It's simple enough for most people to understand. It's complete enough for most people to increase their awareness of self and others, for their own improvement and/or change of learned emotions and behaviours.*
23. *Support and follow up.*
24. *Robust model, easy to use with structured coaching model for both individual and team.*
25. *A very useful model for development that can be used in a variety of ways. Supported by useful documents/research papers. Great support from the team as well!*

26. *EBW is brilliantly simple in terms of use and follow-up and explanation for the client to use and understand.*
27. *Does what it says on the tin.*
28. *Practical relevant tools.*
29. *I have seen the impact of the results on those that have taken the EBW and through the follow up coaching. I believe in the approach.*
30. *It works.*
31. *Your courtesy, friendliness and professionalism.*
32. *Good and reliable format of the EBW test and feedback.*
33. *Excellent experience of using it with senior leaders.*
34. *You provide a quality tool for working with businesses. Although I am disappointed that I have to purchase 5 assessments at a time.*
35. *I have learned a lot, and see its potential for others in my organization to acquire the skills/credentials to use and facilitate the EBW.*
36. *Your support is sensational!*
37. *The excellence and reliability of the EBW reports and the responsiveness and competence of the EBW team.*
38. *Great facilitator and program.*
39. *You are responsive and supportive and I believe in the system.*
40. *Superb support and the EBW is the most useful tool I have found for tailored and specific coaching.*
41. *Very practical, encouraging and useful tool with very good support and resources.*
42. *We find it a very effective tool to support the assessment of behaviours and values in recruitment.*
43. *A good product and good background information. I also like the continued engagement of consultants and support provided. It is appreciated. Thanks.*



- 44. *The tool is very useful in a business context and the support I have received from the team is excellent and timely.*
 - 45. *Excellent insights and valuable tool. Easy to use.*
 - 46. *EBW is a valuable tool and we use it to assess the emotions and behaviours in our developing leaders programme.*
 - 47. *Great service and follow up. Excellent Facilitators. Very supportive.*
 - 48. *Excellent tool, great learning, fabulous support. I recommend it to clients all the time.*
 - 49. *The EBW has the best tools & programmes for leadership coaches around.*
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We are actively looking for authorised partners in your region to make a lasting difference to organisations and individuals around the world.

Don't Wait

Submit our contact form to find out about the EBW difference