



## LEADERSHIP INTELLIGENCES

- *introducing business, spiritual and political intelligence*

Most managers are familiar with the term 'emotional intelligence', to describe the ability to read one's own emotions and those of others to build and maintain strong relationships. Now recently, the management literature has introduced three other types of intelligence described as:

**Business Intelligence** which is the ability to correctly read customers or clients, and read the market signals and take appropriate action. Business intelligence comes from a strong understanding of the customer and an ability to anticipate future trends in service delivery and product development.

**Spiritual Intelligence** which is the ability to stay true to a set of core values and drivers which influence and shape one's decision-making and behaviours. Spiritual intelligence also helps to create a sense of trust and respect in that colleagues believe that they know what one stands for in terms of the way business is done and the way people are managed.

**Political Intelligence** which is the ability to build alliances and coalitions of support so that one is able to influence decisions, impact on the thinking and behaviours of others and build confidence and support in times of change. Political intelligence is important to enable one to anticipate key stakeholders, their reaction to ideas, their potential resistance, and their need for timely information.