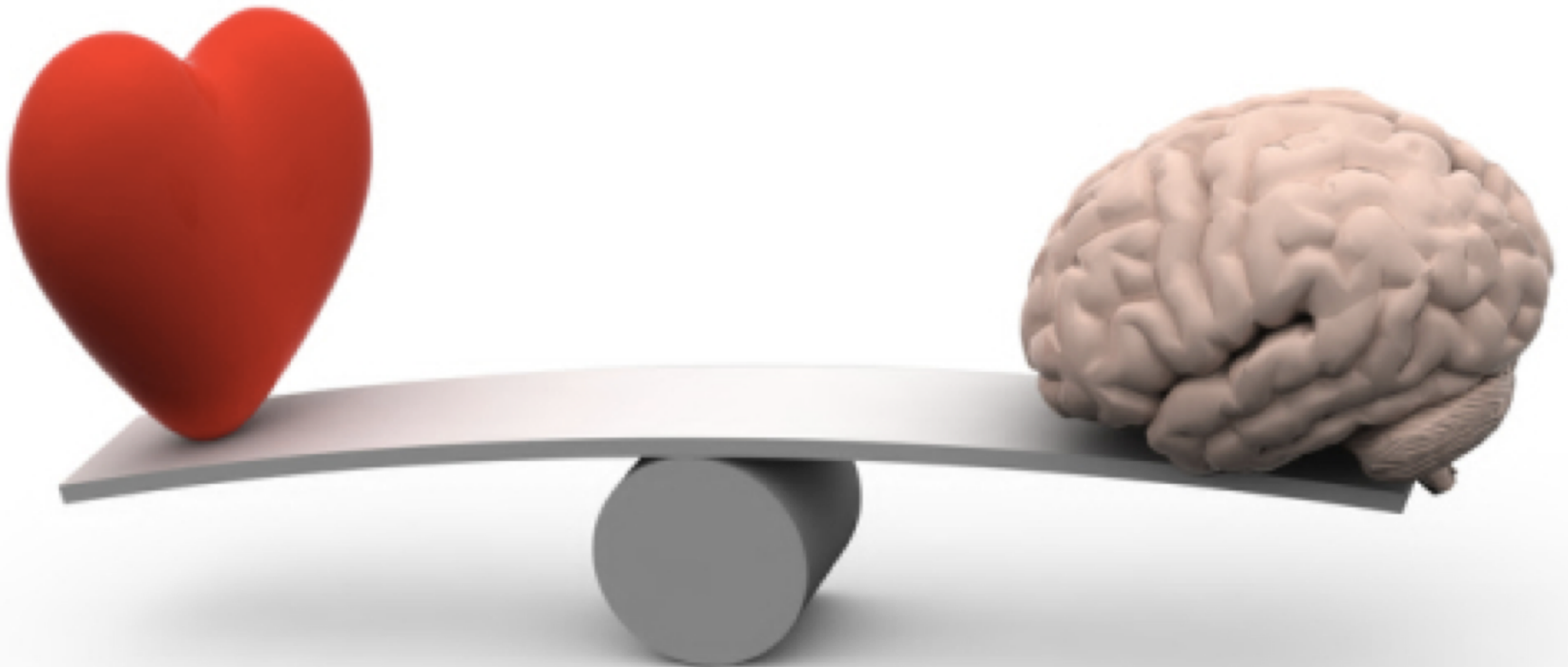


Emotional Intelligence & Leadership



Aims

- develop an understanding of Emotional Intelligence and how this links to leadership
- draw upon experience to demonstrate relevance of Emotional Intelligence in the workplace
- provide a link between Emotional Intelligence models / theories and organisational practice



γνῶθι σεαυτόν

γνῶθι σεαυτὸν

Know Thyself

Our Map of the World...



emotional intelligence

noun

1.the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

2."emotional intelligence is the key to both personal and professional success"





**Understanding yourself, your emotions,
intentions, responses, behaviour and all.**

Seeking to understand others' feelings.



Flip Chart

Resists Marker Bleed Through

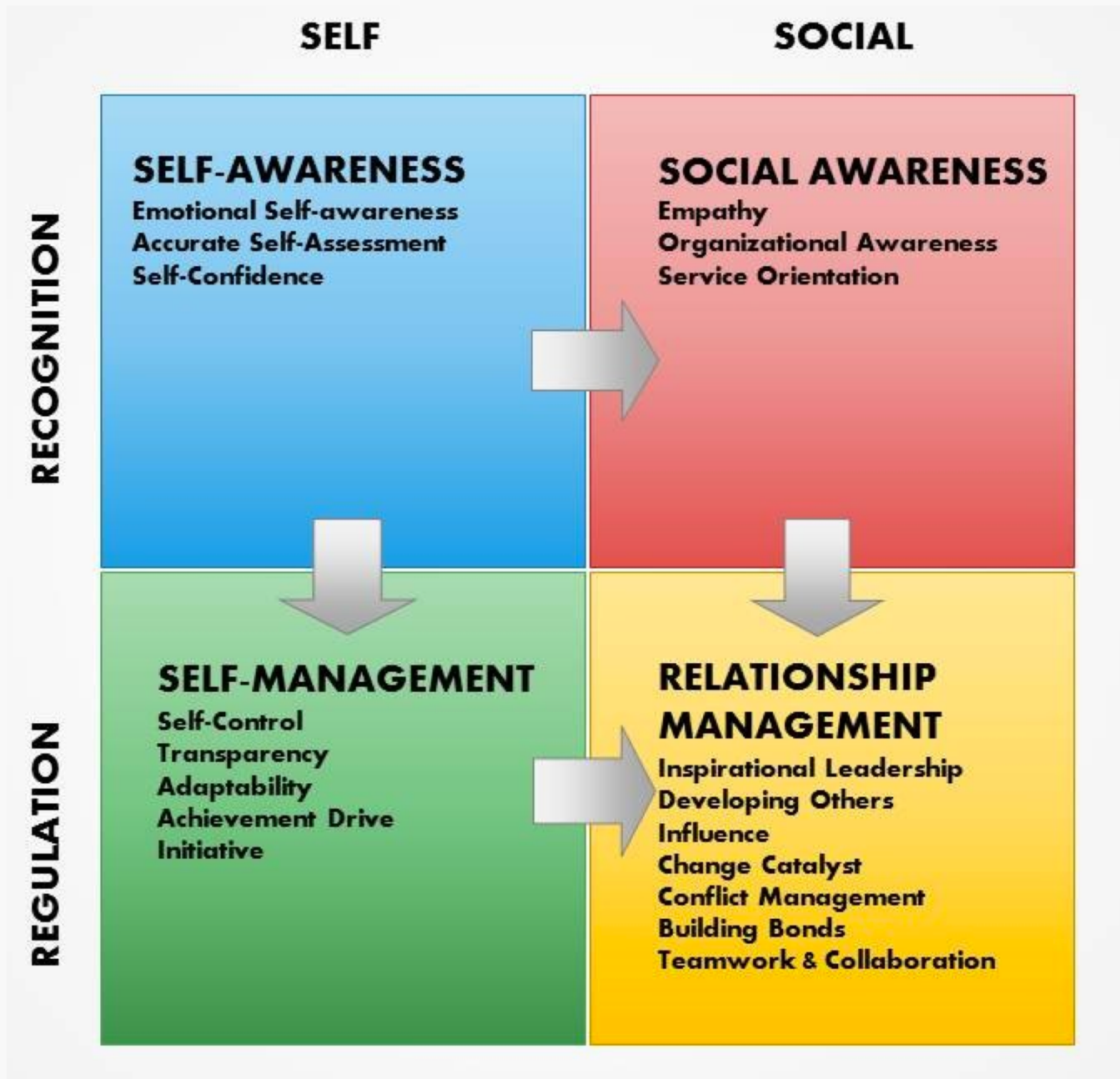


570

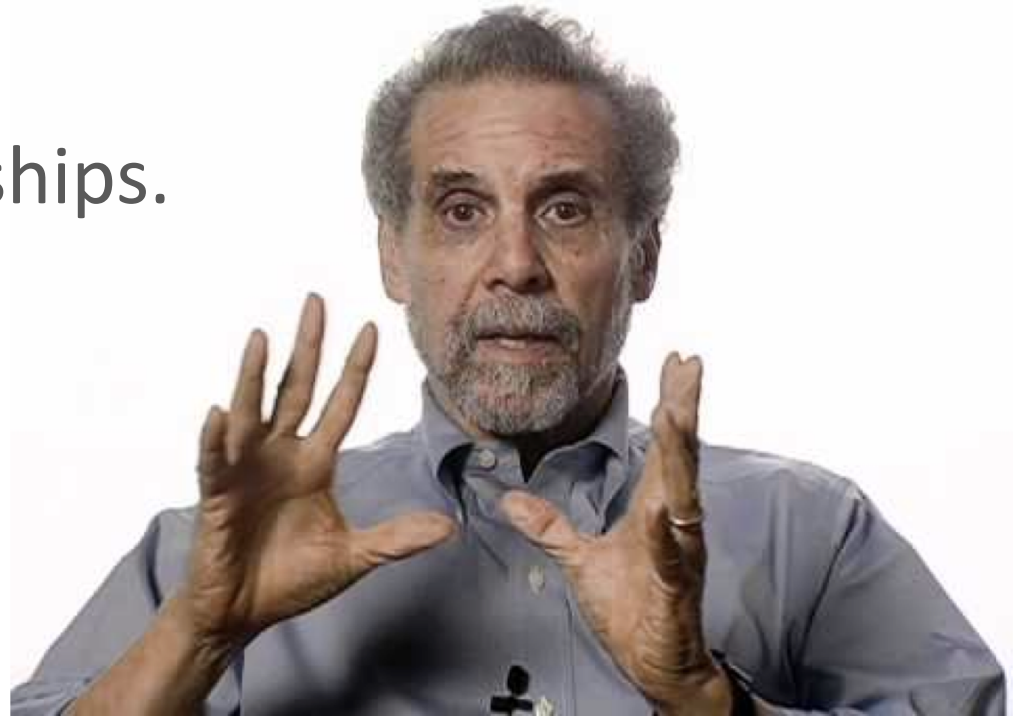
Characteristics

Feelings

Actions

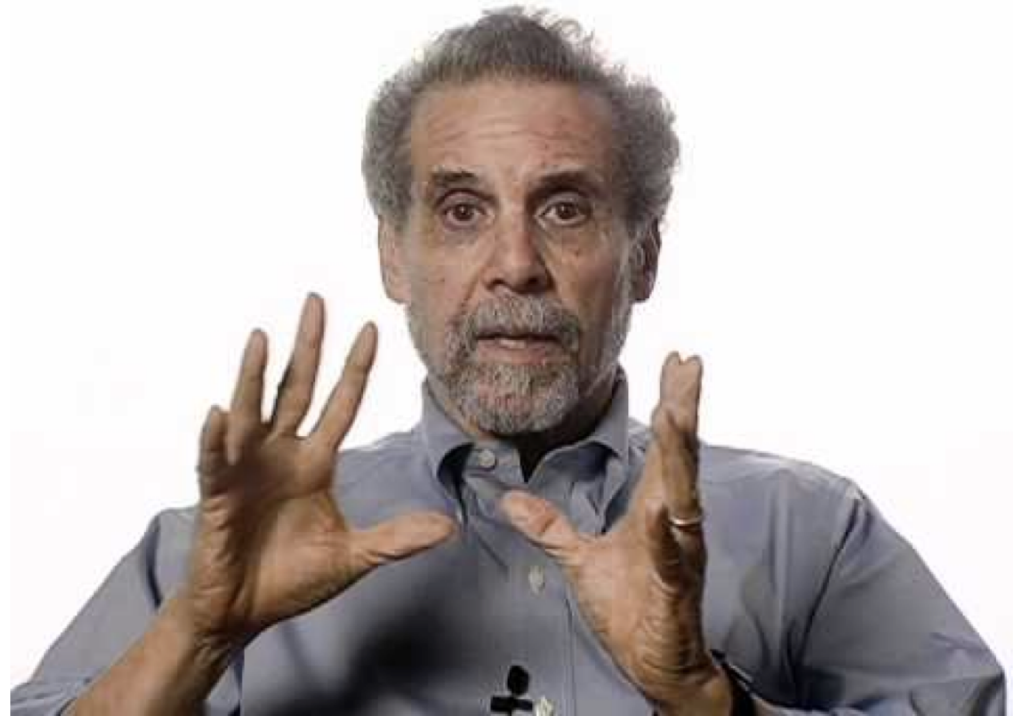


1. Knowing your emotions.
2. Managing your own emotions.
3. Motivating yourself.
4. Recognising and understanding other people's emotions.
5. Managing relationships.



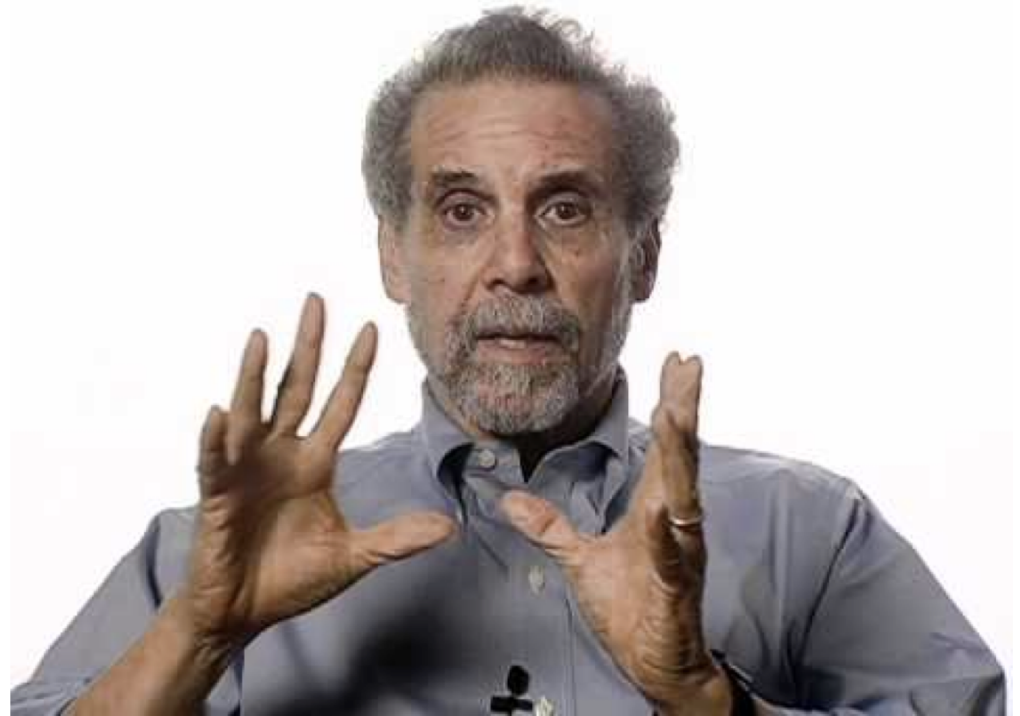
1. Knowing your emotions.

- Psychometric Testing
- Reflection
- Keep a journal
- Slow down



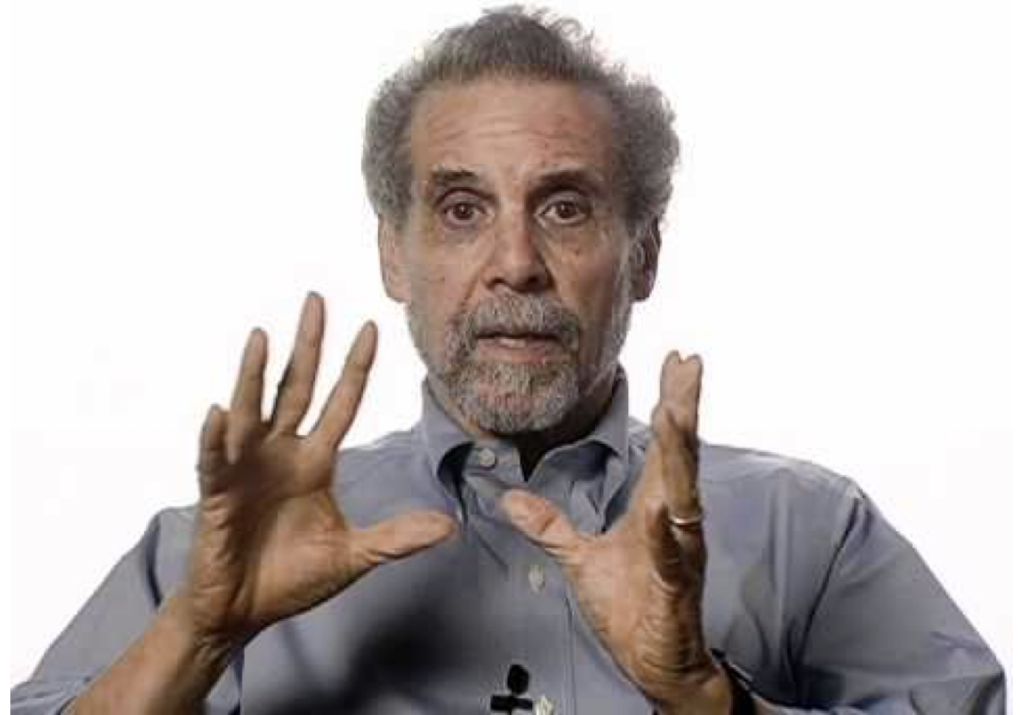
2. Managing your own emotions.

- 360 degree feedback
- Know your values
- Admit to your mistakes
- Breathing exercises



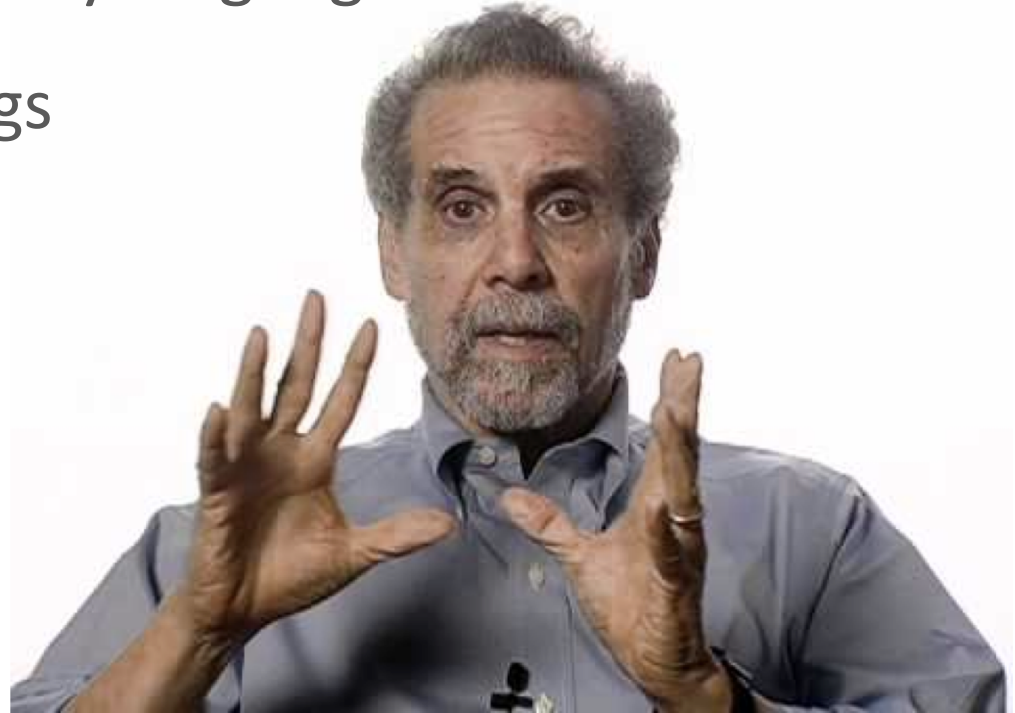
3. Motivating yourself.

- Revisit & reset your goals
- Decide how motivated you are to lead.
- Be optimistic
- Re-examine why you're doing the job you do



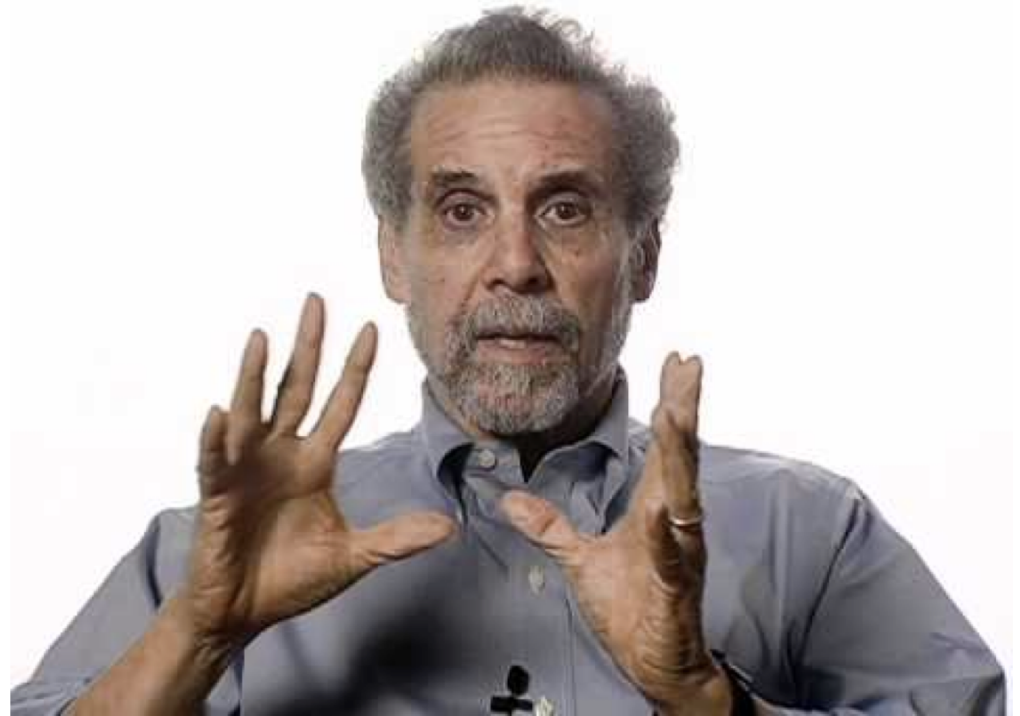
4. Recognising and understanding other people's emotions.

- Put yourself in someone else's shoes
- Listen to understand
- Pay attention to body language and non-verbal cues
- Respond to feelings



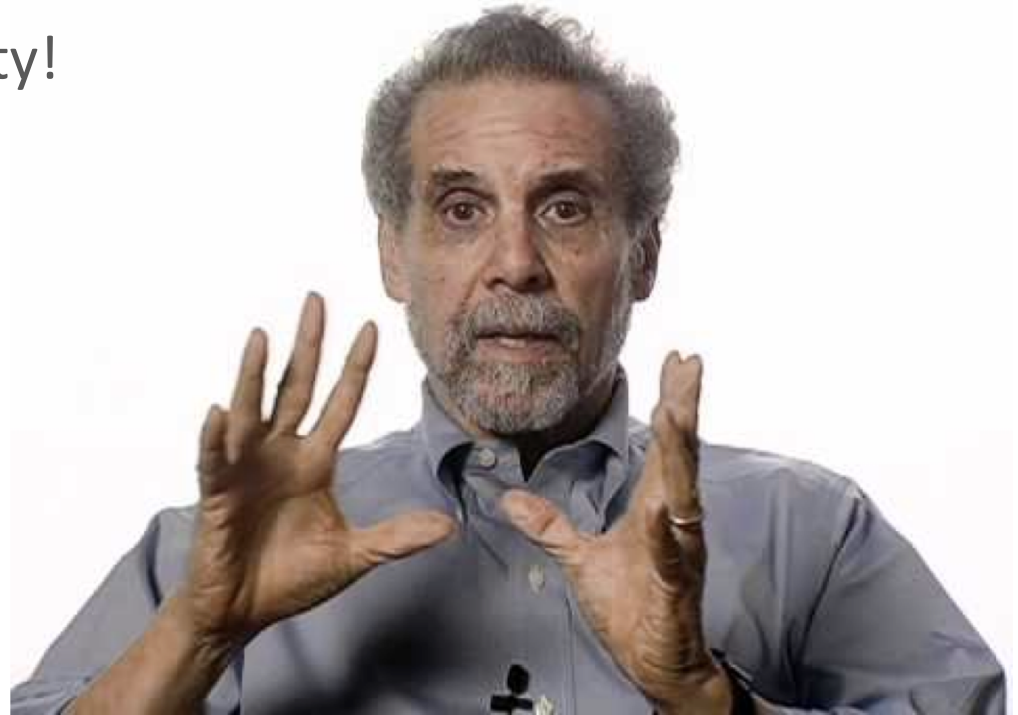
5. Managing relationships.

- Learn how to resolve conflict resolution
- Learn how to communicate well with all styles, personality types, cultures, etc.
- Learn how to encourage others



Six Emotional Leadership Styles

- Goleman completed a three-year study to identify specific leadership behaviours
- over 3,000 middle-level managers
- a manager's leadership style was responsible for **30%** of the organisation's profitability!



Six Emotional Leadership Styles

COMMANDING



"Do what I tell you"

VISIONARY



"Come with me"

AFFILIATIVE



"People come first"

DEMOCRATIC



"What do you think"

PACESETTING



"Do as I do now"

COACHING



"Try this"



*the most valuable thing
we can offer each other
is the framework in
which to think for
ourselves*

Keep the Dialogue Open...

If you'd like to ask me any further questions, or simply connect with me, then you can find me at any one of these:



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