

Emotional Intelligence

Leveraging Emotional Intelligence for Better Leadership & Management

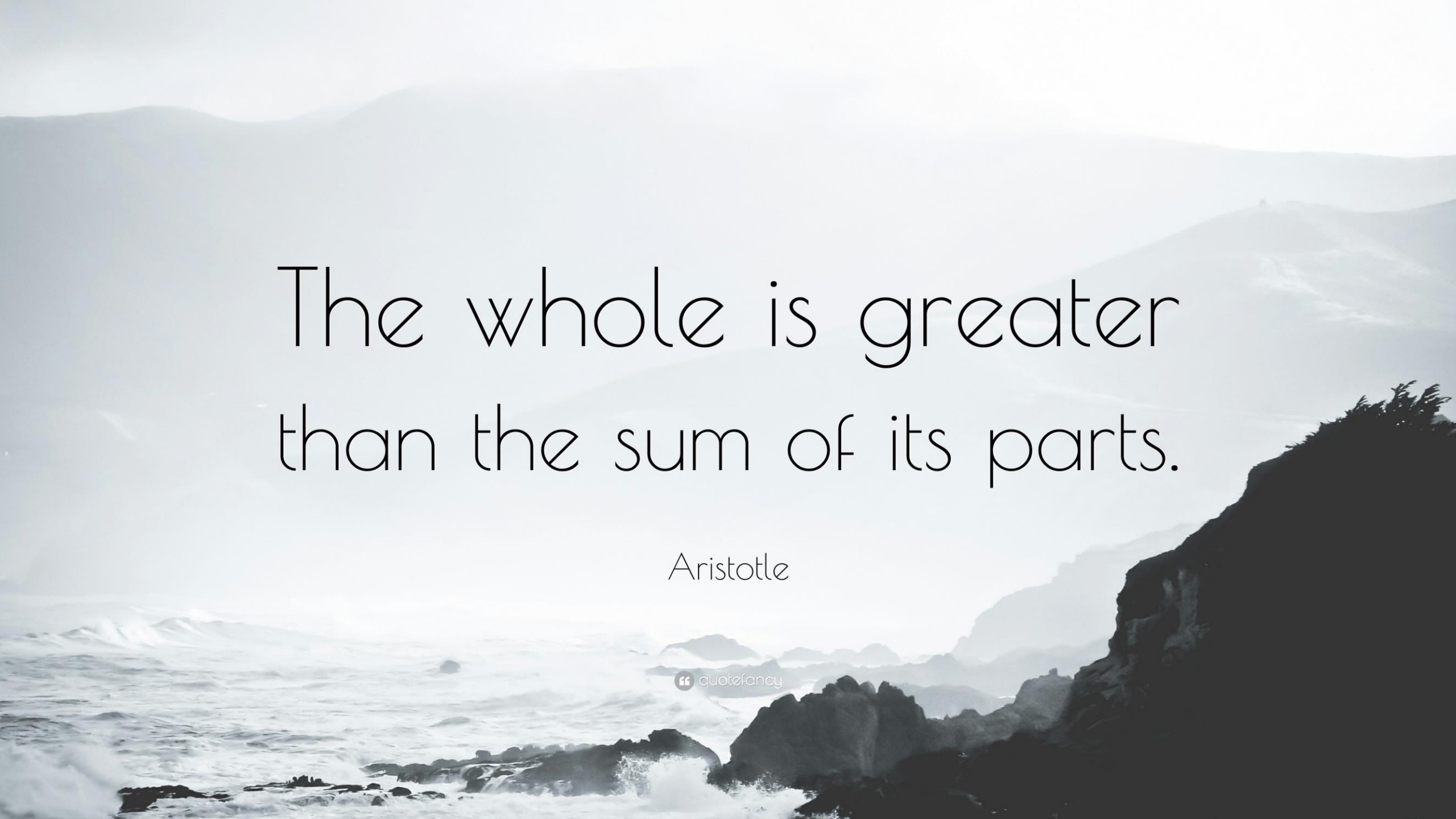
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The whole is greater
than the sum of its parts.

Aristotle

“ quote fancy

1

Psychological Safety

Team members feel safe to take risks and be vulnerable in front of each other.

2

Dependability

Team members get things done on time and meet Google's high bar for excellence.

3

Structure & Clarity

Team members have clear roles, plans, and goals.

4

Meaning

Work is personally important to team members.

5

Impact

Team members think their work matters and creates change.

Project Aristotle

With some Maslow



Back to Aristotle



SESSION OVERVIEW



- Understand the fundamental components of emotional intelligence and their neuroscientific underpinnings.

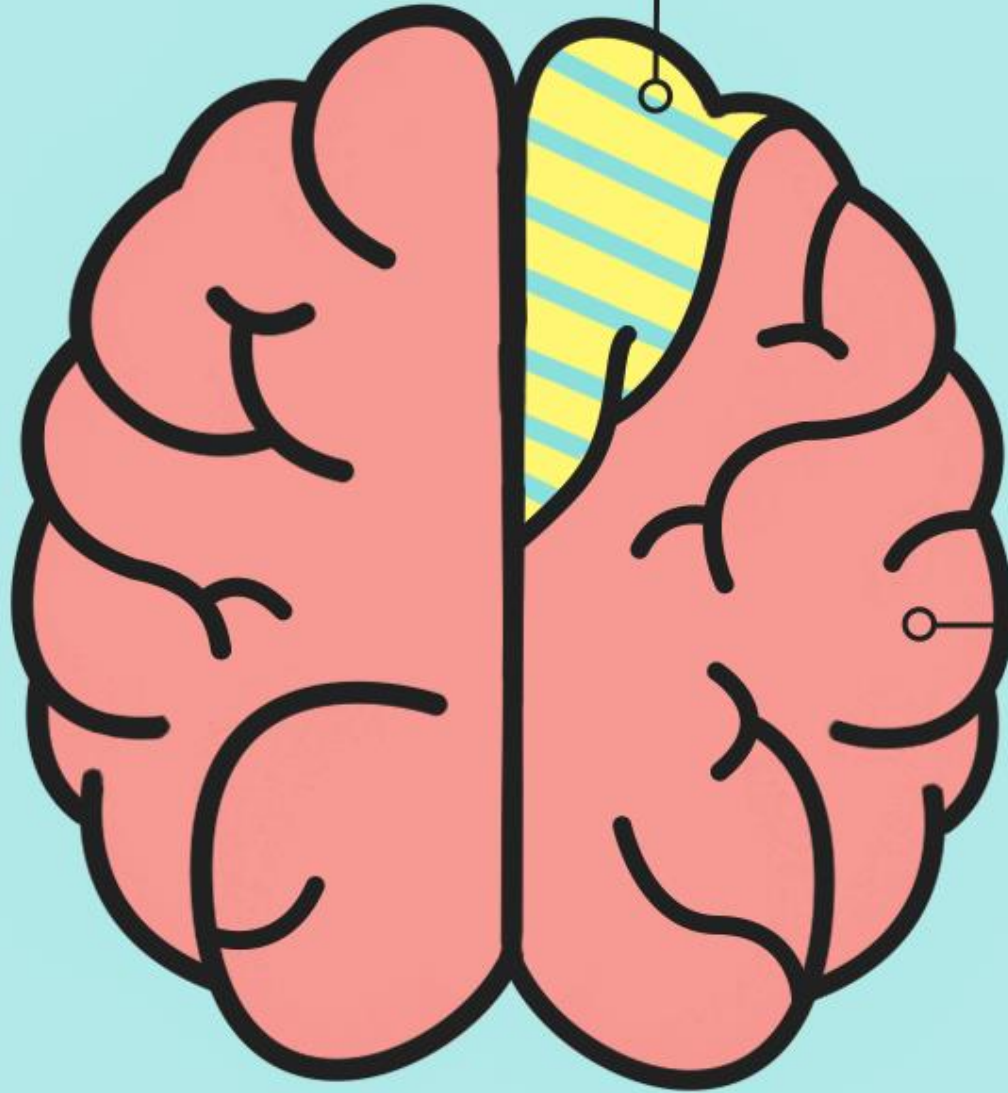


- Learn practical strategies to cultivate and apply emotional intelligence in diverse organizational settings.



- Explore case studies and research findings that link EQ with successful leadership outcomes.

SOME NEUROSCIENCE



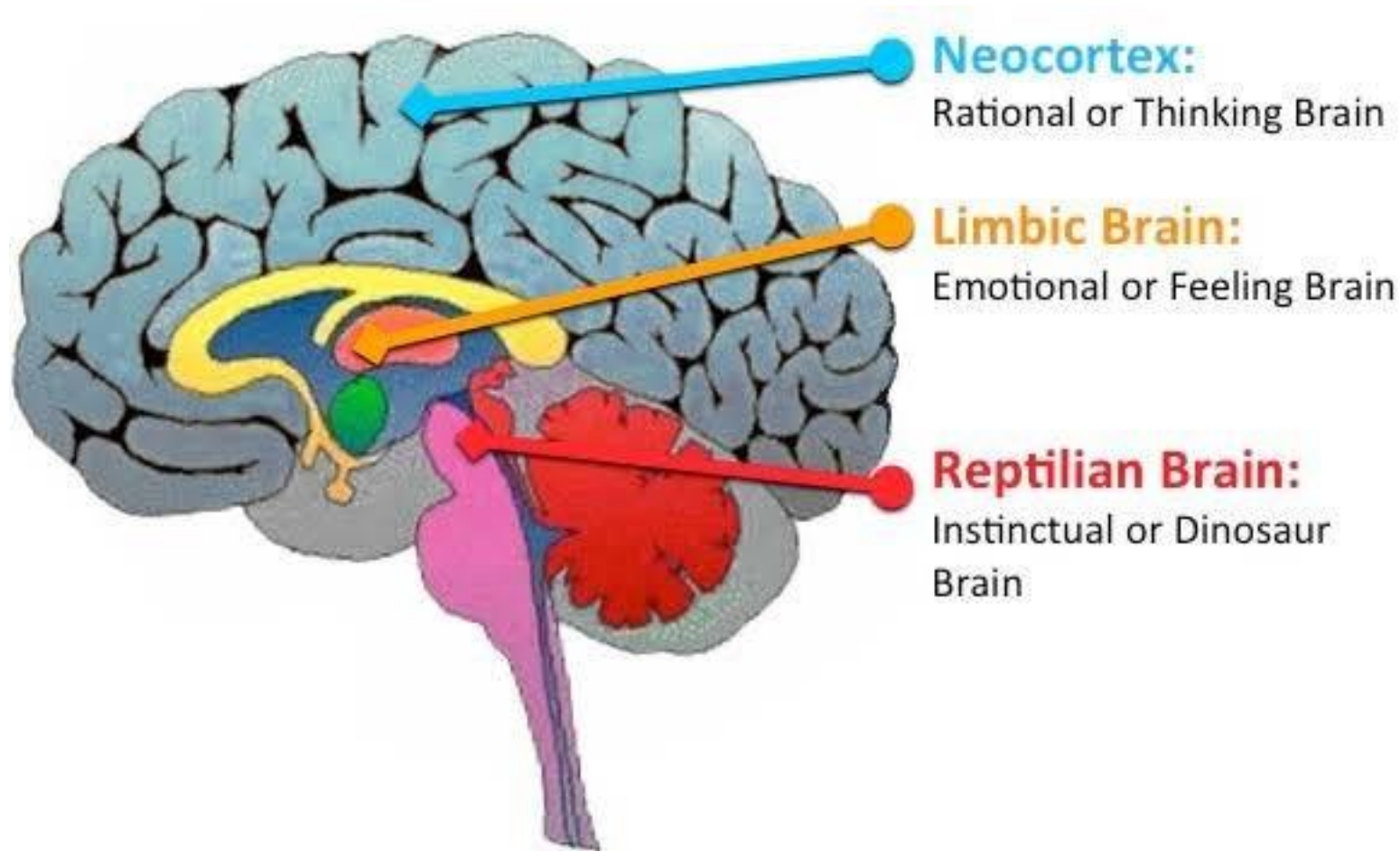
5%

**Your lifetime
memories**

95%

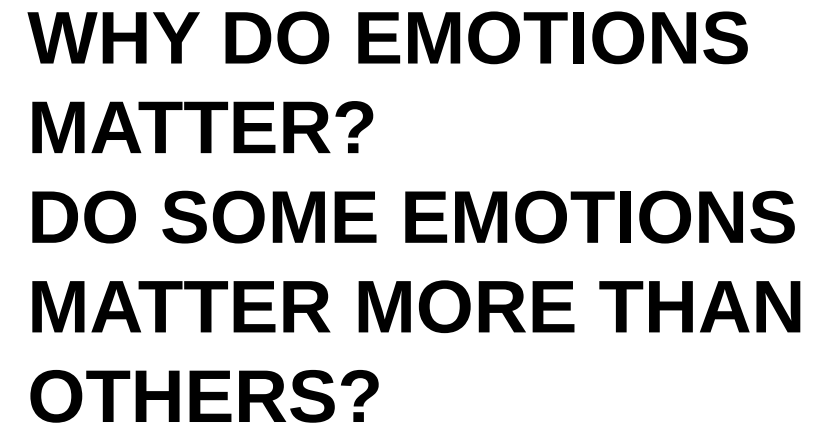
**All of your
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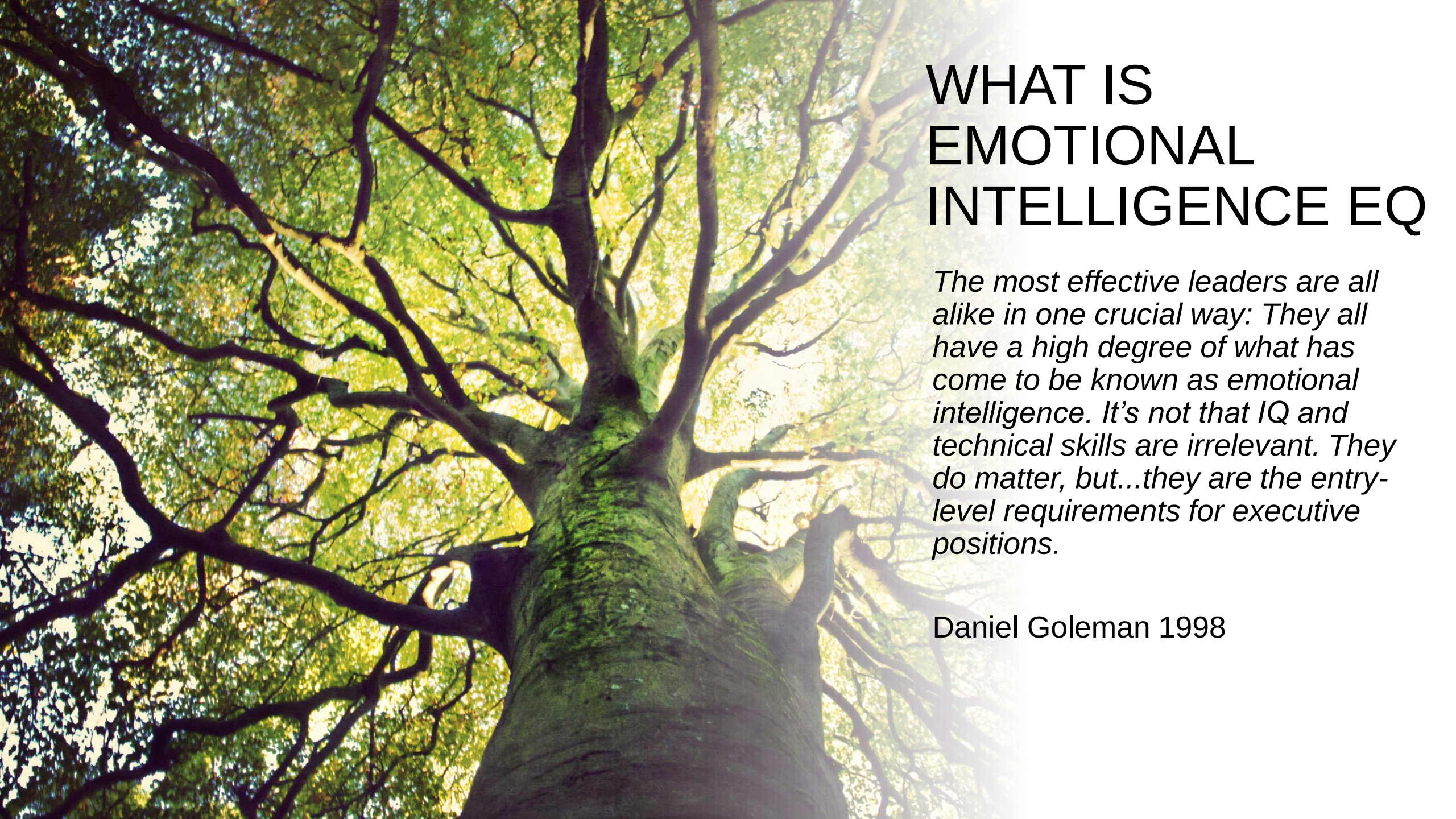
NOW SOME NEUROSCIENCE



Knowing the biological underpinnings of your emotions will help you empathize with the emotions of others in a non-reactive, non-judgemental manner.

Anyone can become angry—that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way - this is not easy - Aristotle





WHAT IS EMOTIONAL INTELLIGENCE EQ

The most effective leaders are all alike in one crucial way: They all have a high degree of what has come to be known as emotional intelligence. It's not that IQ and technical skills are irrelevant. They do matter, but...they are the entry-level requirements for executive positions.

Daniel Goleman 1998



Understand
Manage
Influence

**EI in Leadership &
Management**

Social Skills
Social skills that lead to success like Persuasion, Influencing, Communication etc.

Self-Awareness
Ability to recognise and understand one's own emotions.

Self-Regulation
Ability to regulate emotions, even under pressure and during high stress.

Empathy
Ability to understand, be aware of, and be sensitive to the feelings, emotions, and experiences of another.

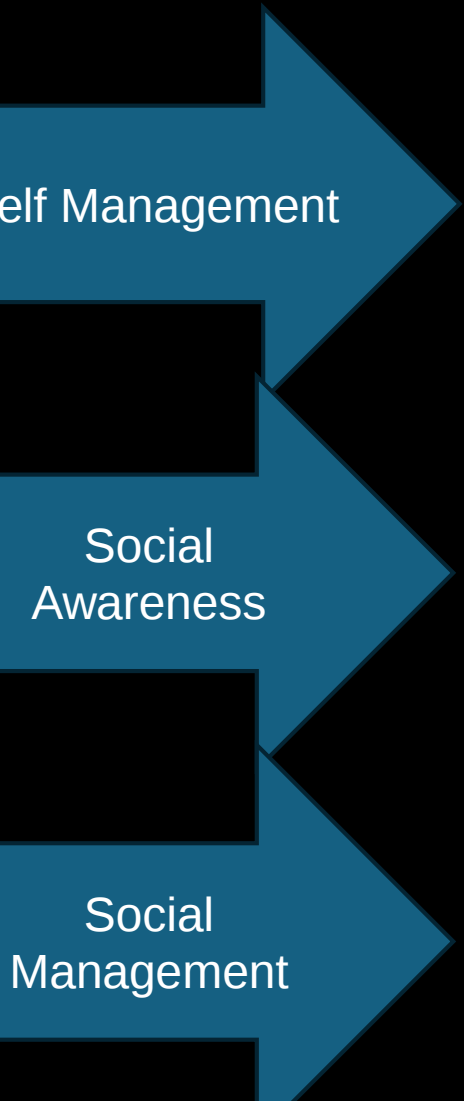
Motivation
An intrinsic motivation to pursue goals that lead to better outcomes.





SUCCESS

ask yourself questions in the moment as if you were a life coach. What are you feeling exactly? Why are you feeling this ?



Self Awareness

Manager - you may have to act opposition to instinctive response. It's not always about what you would do in normal every day life. Self management in a vacuum is easy. Don't leave team upset or alienated. Instil trust not fear.

Self Management

SUCCESS

Social Awareness

Social Management

Self Awareness

Self Management

Identify emotions or tendencies in others. Operate in their comfort zone/walk in their shoes. It's tiring!. Everyone has their own unique comfort zone - don't assume. Pay attention. Listen. Build confidence. Be a leader who cares.

Social
Management

Social
Awareness

SUCCESS

Self Awareness

Self Management

Social
Awareness

Look at short and long, individual and group interactions in different ways. Ask yourself how they build and gain trust as a leader to influence and foster buy in. Constant emotional behaviour is critical

Social
Management

SUCCESS

The Key Points: Emotional Intelligence in Leadership



Leaders Are:

- Better equipped to handle stress, communicate effectively, and inspire team:
- empathy
- active listening
- consistent communication

Impact:

- Team success
- Staff satisfaction

The Role of Emotional Intelligence in Management

Improving Decision-Making:

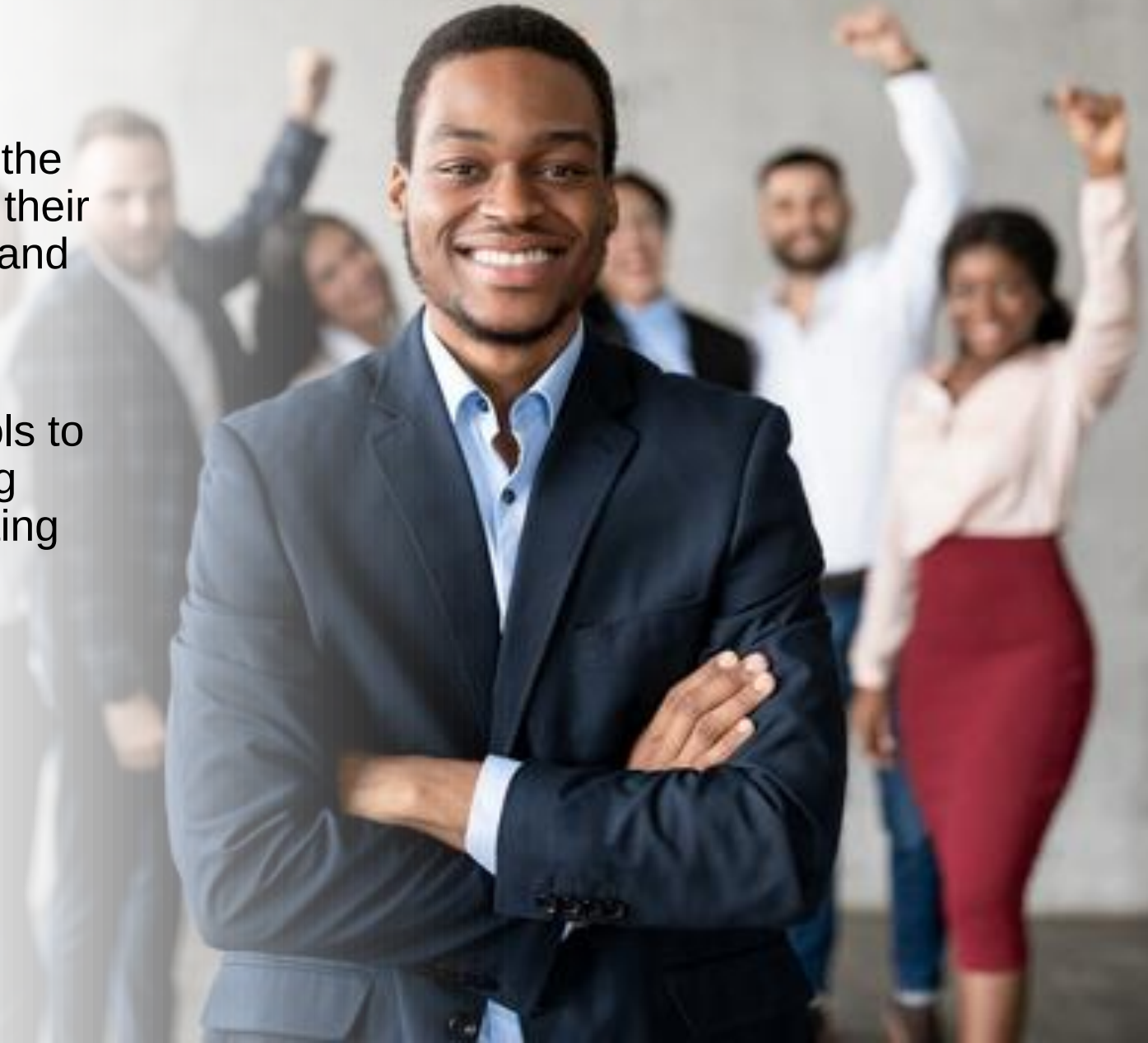
- Managers with high EQ consider the emotional impact of decisions on their team, leading to more thoughtful and inclusive decision-making.

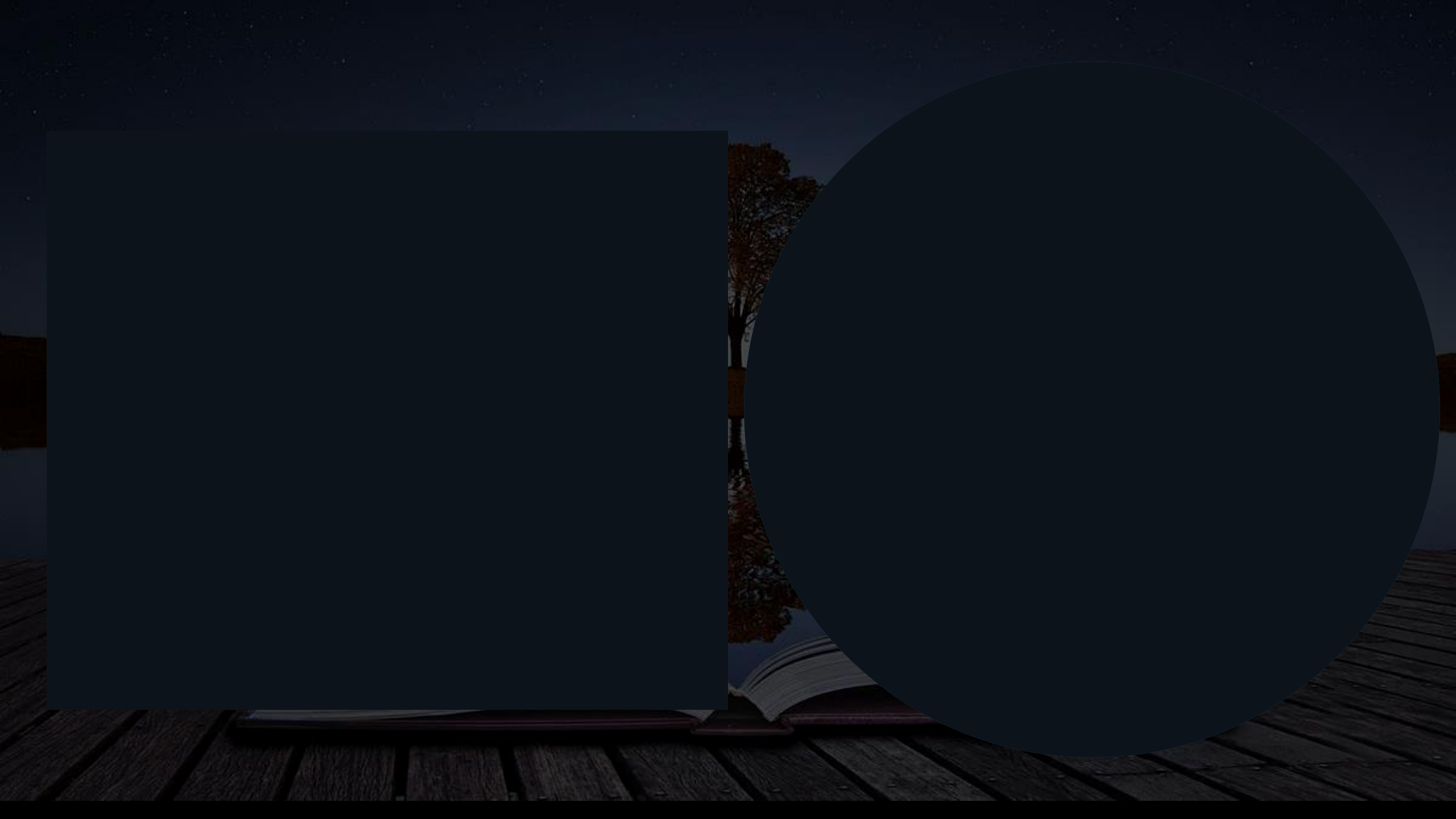
Conflict Resolution:

- EQ equips managers with the tools to resolve conflicts by understanding different perspectives and mediating effectively.

Fostering a Positive Work Environment:

- Managers who demonstrate EQ contribute to a supportive work culture, reducing turnover and increasing employee satisfaction.







Encourage self-reflection and mindfulness.

Provide EQ training and workshops

Promote open communication and feedback within teams

DEVELOPING EMOTIONAL INTELLIGENCE

Challenges

Being willing to change: Changing our emotional habits can be challenging, especially if we have been doing things the same way for a long time.

Managing difficult emotions: Everyone experiences difficult emotions from time to time.

Being open to feedback: It can be difficult to hear negative feedback about our emotions, especially if we are not used to it.

Building strong relationships: Building and maintaining strong relationships takes time and effort. It can be challenging to find people who we connect with and who support us.



*I've learned that
people will forget
what you said,
people will forget
what you did, but
people will never
forget how you
made them feel.
Maya Angelou*





Connect

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