The Emotional Intelligence Association

Developing the Emotional Intelligence of Leaders
Workshop Aims

- By the end of the workshop you will be able to:
  - Understand the key principles of Emotional Intelligence.
  - Identify your own current levels of Emotional Intelligence.
  - Explore how Emotional intelligence can be used to develop future leaders and other people in your organisation.
  - Record on an Action Plan how you develop and increase your own personal levels of Emotional intelligence.
• What makes a great Leader?
  – List on post-its all words and phrases
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• “The capacity for recognising our own feelings and those in others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.” Daniel Goleman

• “Emotional Intelligence is the ability to understand, accept and recognise our own emotions and feelings, including their impact on ourselves and other people and to use this knowledge to improve our own behaviours as well as to manage and improve our relationship with others.”

Ann Cartwright and Amanda Solloway,
“Emotional Intelligence - Activities to develop you and your business”
Gower 2009
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Daniel Goleman’s Model

<table>
<thead>
<tr>
<th>Self Awareness</th>
<th>Social Awareness</th>
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<tbody>
<tr>
<td>Self Management</td>
<td>Relationship Management</td>
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Inspirational Leadership

Core Skills

Relationship Management

Self Awareness

Self Management

Social Awareness
Core Skills

- Communication Skills
  - Real listening
  - Understanding, reading and using body language.
  - Giving, receiving and using feedback.
  - Understanding, recognising and using internal dialogues
  - Language, voice tone and their role in effective communication.
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Core Skills

• Emotional Consciousness
  – Understanding and being awareness of own emotions and what triggers them.
  – Managing, Controlling and Using Emotions Effectively.
  – Recognising and Interpreting the Emotional Behaviours of others
  – Recognising, Accepting and Using Intuition effectively
• **Self Awareness**
  – Understanding/knowing self
  – Knowing my values and beliefs
  – Understanding and using personal motivation
  – Self confidence
  – Integrity
  – Personal power and its impact on others
  – Learning to be comfortable in my own skin
  – Personal vision and values
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- **Self Management**
  - Self-coaching
  - Self-esteem v self respect
  - Becoming a role model
  - Managing personal change
  - Personal goals
  - Positive thinking
  - Working with your intuition
• Social Awareness
  – Recognising and valuing differences and similarities.
  – Recognising and using empathy
  – Understanding and entering someone else’s world
  – Establishing rapport with others
  – Recognising and acknowledging the behaviours and emotions of others
  – Recognising and understanding organizational values/behaviours/beliefs
• **Relationship Management**
  - Seeking solutions/problem solving
  - Assertiveness – helping others to be more assertive
  - Establishing and building long-term relationships
  - Recognising what drives and motivates others
  - Developing and maintaining openness, trust and honesty
  - Change catalyst
  - Team working and collaboration
  - Goal setting and goal achievement
• **Inspirational Leadership**
  – Effective networking
  – Developing influencing skills.
  – Developing leadership capacity
  – Inspiring a shared vision
  – Making your customer relations legendary
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• Matching what makes a great Leaders to Emotional Intelligence.
  – Post your groups responses on to the flipchart
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• Developing Emotional Intelligence skills in your Business?
  – How would your business benefit from increasing and developing the EI of your leaders and staff?
  – How can you make this happen?
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• Developing your Personal Action

  – Use the findings from the Self Assessment Questionnaire to help to prepare your personal action plan.
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- Thank You
- Any Questions?
- Contact us on
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  - amanda.solloway@btinternet.com