

Emotional Intelligence

Course Overview

"Great Leaders move us. They ignite our passion and inspire the best in us. When we try to explain why they are so effective, we speak of strategy, vision, or powerful ideas. But the reality is much more primal: Great Leadership works through the emotions." – Daniel Goleman.

People with high Emotional Intelligence (EI or EQ) can monitor their own, as well as other people's emotions, and use that information to guide their thinking and actions. EI closes the gap between intent and what you want to do, and action or what you do.

Program Format

This is a 1-day program that can be delivered face-to-face or virtually.

Course Objectives

- Unlock the power of emotional intelligence to motivate your team.
- Assess your emotional intelligence with the EIQ16 questionnaire.
- Tune into your self-awareness and see yourself as others do.
- Become a change catalyst and help others embrace the transition.
- Influence and build rapport with a wider network of people.

Course Outline

What Is Emotional Intelligence?

- Examine the four core elements of emotional intelligence across both personal and social competencies.
- Learn how the leader's mood and behaviour significantly impacts the team culture and results.

Resonant Versus Discordant Leadership

Being a leader is hard, so it's important to understand the impacts of different leadership styles on people and results:

- Learn the differences between resonant and discordant leadership.
- Identify the core behaviours of each style.
- Create a plan for building your capability as a resonant leader.

The Importance of Self-awareness

There are two types of self-awareness – internal and external – and both are important.

- Internal self-awareness identifies how aware you are of your own emotions, strengths, and weaknesses.
- External self-awareness identifies how aware you are of how you are being perceived by others.

The Johari Window

Use the Johari Window to build greater self-awareness.

The Skills of Self-management

Self-awareness is critical to becoming a better leader, but it also requires self-management. Your ability to manage your emotions & responses and your motivation to develop your own skills are all part of self-management.

Managing Others

Using emotional intelligence to manage your relationships with others is the final piece of the puzzle.

