

LEADING THE WAY WITH EMOTIONAL INTELLIGENCE (EI)

OVERVIEW:

Emotional Intelligence (EI) enables a leader to foster a set of skills that are useful in dealing with the everyday challenges found in today's challenging work environments. These skills range from managing a team to managing the expectations of demanding executives. Emotionally intelligent people are always mindful of their behaviors and choose to adjust and apply them skillfully to inspire others and move them toward action. Daniel Goleman and other researchers concluded that emotionally intelligent qualities and leadership skills can be developed, giving individuals the opportunity to transform themselves from great managers to great leaders. *Leading with Emotional Intelligence* teaches participants to tap into their emotional intelligence to lead others effectively in the constantly changing and challenging business environments in which they work. Participants identify and learn to pay attention to their particular blend of skills and traits to make better decisions, demonstrate accurate empathy with employees/co-workers, communicate to staff members and stay resilient in emotionally charged situations.

OBJECTIVES:

Participants in *Leading the Way with Emotional Intelligence* learn:

- to discover the major components of Emotional Intelligence (EI).
- to recognize the behaviors and characteristics of an emotionally intelligent person.
- to identify the areas in which emotional intelligence skills can be applied in their work environment.
- to learn about individual emotional strengths and growth opportunities.
- to generate action steps to take to apply emotional intelligence for effective communication, team building and conflict resolution.

TIMING: Full day (7 hours)

OUTLINE:

1. What is Emotional Intelligence and Why is it Important?
2. The Relationship between Emotional Intelligence and Leadership
3. The Five Qualities of Exemplary Leadership
4. Emotional Intelligence Skills Assessment (EISA)
 - Assessing Yourself on The Five Factors of Emotional Intelligence
5. Exploring and Developing Each EI Competency
 - Perceiving, Managing, Decision Making, Achieving, Influencing
6. Using Your Emotional Intelligence Skills to Enhance Your Leadership Style
 - Communication, Team Building, Conflict Resolution