



Leading the recovery with Emotional Intelligence

Thursday 9th July 9-10am BST

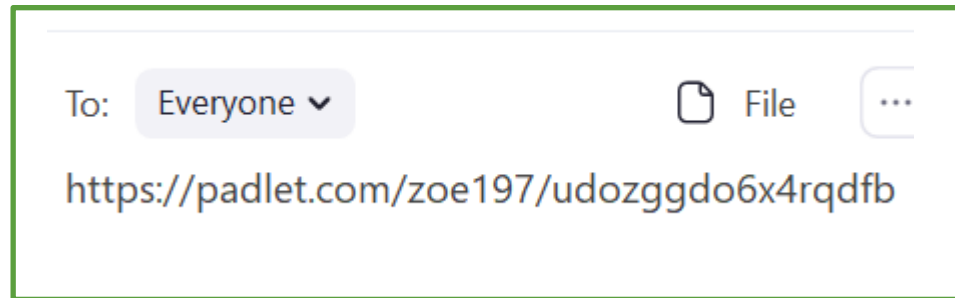
Zoé Lewis

What we'll cover

- ▶ What is Emotional Intelligence (EI) and Emotional Quotient (EQ)?
- ▶ Why is it important - especially now?
- ▶ How does EI impact you, others, the organisation?
- ▶ 3 tools to develop your own emotional intelligence
- ▶ Consider how you cast your leadership shadow and how EI enhances this

Emotional Intelligence True and False

- ▶ Copy the link in the chat box and paste it into your browser



What is Emotional Intelligence?

“Emotional Intelligence refers to the capacity for recognising your own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and our relationships”

Daniel Goleman
Emotional Intelligence Expert

Why is EI important in leadership?

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Leading in a VUCA world

Volatile Uncertain Complex Ambiguous

Mental
health

Wellbeing

Pandemic

Socio-
economic
fears

Black
Lives
Matter

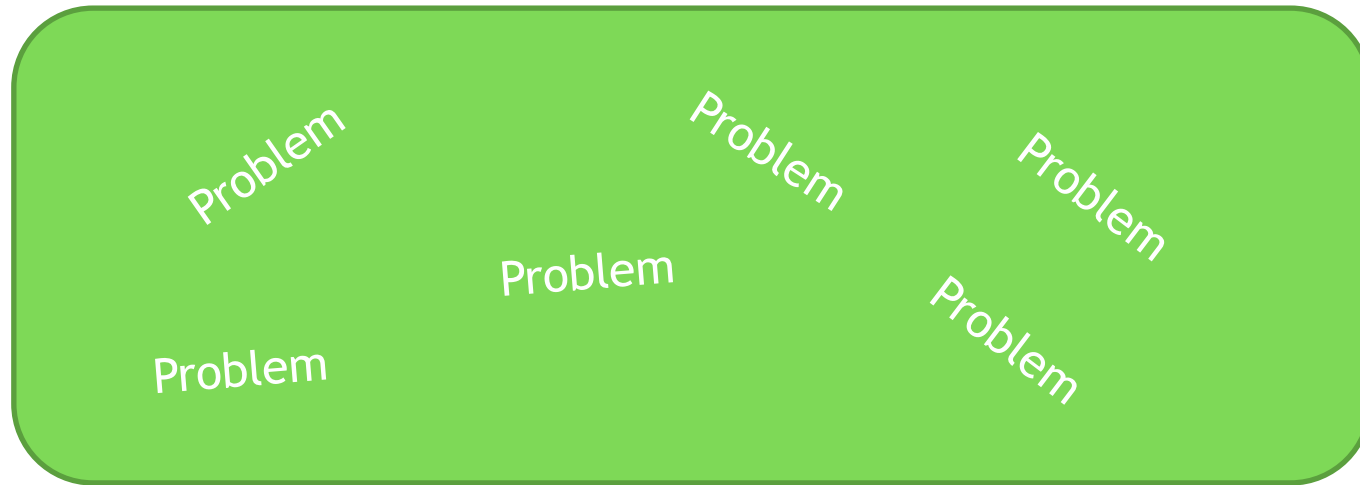
Climate
change

Brexit

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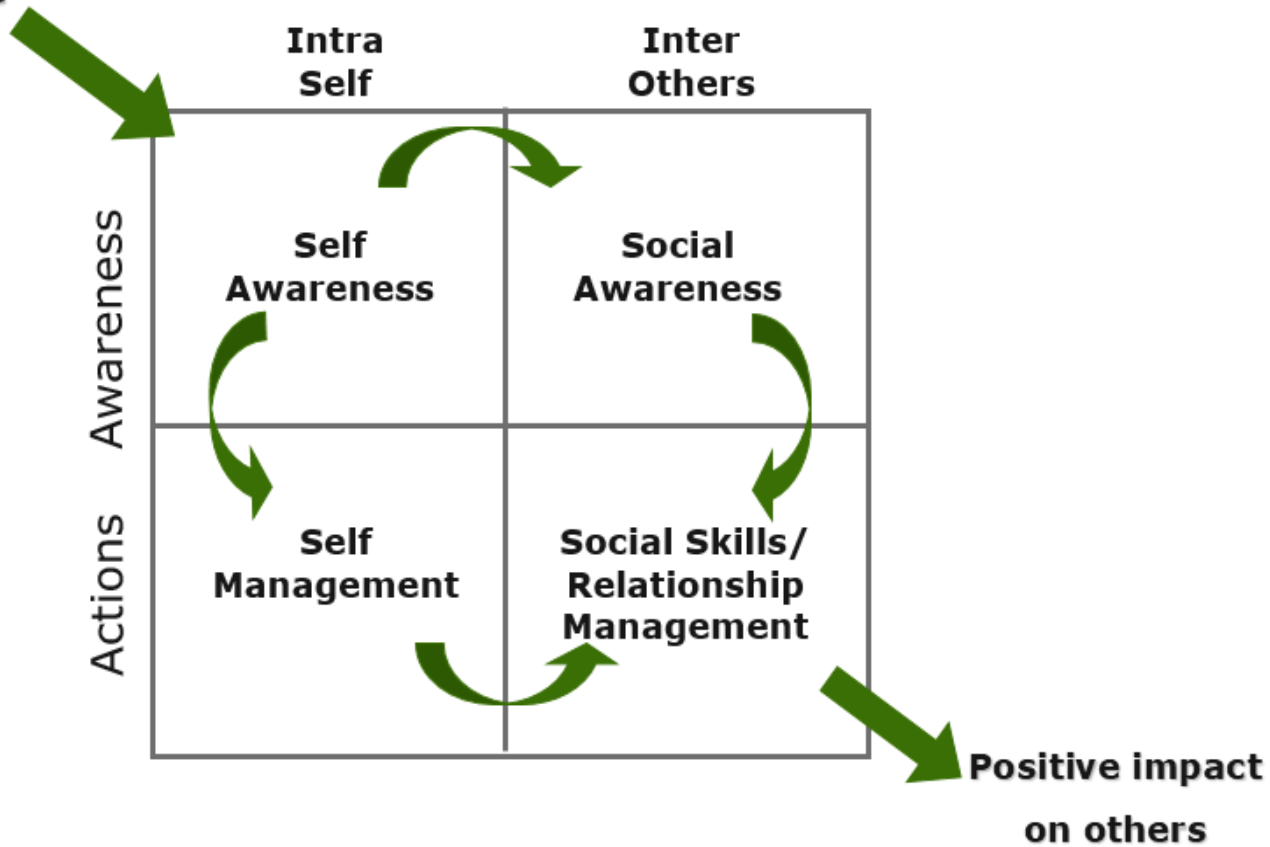
Activity time

- ▶ What problems are leaders trying to solve right now?



Daniel Goleman's Model of EI

All change
starts here



Jared's typical working day

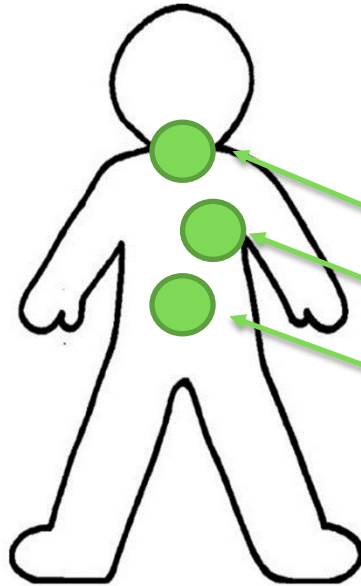
- ▶ Communications Director
- ▶ Working from home
- ▶ Son age Noah, age 2
- ▶ Wife is a midwife
- ▶ Breakfast with Noah
- ▶ PA discussion
- ▶ Team catch up
- ▶ Outdoor play with Noah
- ▶ MS Teams calls
- ▶ Virtual board meeting
- ▶ Grocery shopping with Noah
- ▶ Swap shifts with wife on child care



Imagine you are Noah, describe some emotions you might experience - add these to the chat box.

Feel your own emotions

- ▶ Happy
- ▶ Sad
- ▶ Disgust
- ▶ Anger
- ▶ Fear
- ▶ Surprise



Jared's words: "I'm alright, a little bit stressed, but doing ok."

How he feels:

Tense neck, tight jawline

Raised heart rate

Knotted tummy

Jared's root emotion: Fear

Dr. Albert Ellis' ABCDE Model

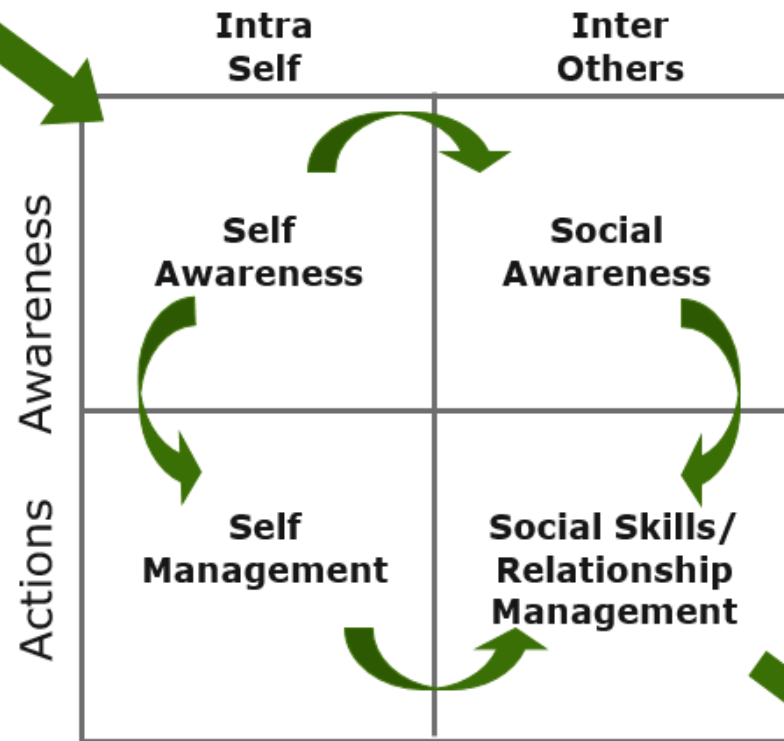
Activating event	Belief	Consequence	Debate, dispute and discard the belief	Effect of filling in column D?
Noah's crying and I've got an important call in 5 minutes	I have to get through this, I've just got to power through	I feel more pressure that I should be able to cope	What would happen if*: - I had to postpone the meeting - I cut myself some slack	A different approach

*These little phrases have a habit of still holding the belief as true, so imagine you are a good friend giving advice or even better act as a court judge on whether the belief can be disputed.

Breakout room activity 5 minutes

- ▶ How might his emotions impact upon the other areas of Social Awareness, Self-Management & Relationship Management?

**All change
starts here**



**Positive impact
on others**

Whiteboard activity

- ▶ What impact could it have on Jared's Social Awareness, Self-Management & Relationship Management?



Ground zero



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The big picture

- ▶ Leaders are leading in unprecedented times
- ▶ Leading with emotional intelligence is proven to be the differentiating success factor between the best and worst performing organisations (Separate research studies by Daniel Goleman and Dr. Reuven Bar-On)
- ▶ Organisations that have invested in their leadership development of emotional intelligence include:
 - ▶ The U.S. army
 - ▶ Google
 - ▶ Deloitte

EQ-i 2.0 Model

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Sample EQ-i 2.0 & EQ360 & Leadership Reports

- ▶ www.theleadershipcoaches.co.uk
- ▶ Resources tab



Sample EQ360 Leadership Report

Thank you

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