

Leading with Emotional Intelligence

Emotional intelligence has been identified as a key leadership differentiator. You will learn more about how you can grow your Self and Social awareness, manage yourself better and also manage relationships with others. Develop personal leadership and relationship management techniques to overcome challenges in terms of how you interact with others.

Snapshot

Duration: 2 days

Learning Outcomes

- At the end of the session learners will be able to:
- Recognise and define the core skills emotional intelligence
- Improve your management of emotions
- Enhance your relationships within and outside of the workplace
- Facilitate difficult conversations with confidence
- Feel less stressed and be better equipped to manage high work demands and stress
- Foster a positive work environment for your team to inspire performance

Day 1: Core Skills of Emotional Intelligence

Introduction

- Setting the context
- Learning outcomes
- Participant objectives

The Emotionally Intelligent Leader

- What does EI look like in the workplace?
- EQ versus IQ – The business case
- The Science of Emotional Intelligence

The Core Skills of Emotional Intelligence

- Presence
- Empathy
- Authenticity
- Expansive thinking
- Resilience
- Empowerment
- Self-Assessment of Core Skills
- Interpreting Assessment report results

Debrief Genos EI reports

- Accepting and responding to feedback
- Practise opportunity – asking for and responding to feedback

The Aware Leader

- Review assessment results for self and other awareness
- Recognising traits in self and observing in others
- Practise opportunity – real play (roleplay) in response to scenarios
- Transactional Analysis
- Building more awareness –development tips

Review, action plan and close day 1

Day 2: Developing Emotionally Intelligent Competencies

Review day 1

- Welcome back, agenda
- Reflections and key learnings

The Authentic Leader

- Review assessment results for Authenticity
- Conduct Authentic conversations
- Great questioning
- Conscious Listening
- Practise opportunity – real play (role play) challenging conversations
- Building authenticity – further development tips

The Expansive leader

- Review assessment results for Emotional
- Reasoning
- Experiential activity: Making effective decisions
- Practice opportunity – Debrief results of expansive thinking activity
- Building emotional reasoning – further development tips

The Resilient Leader

- Review assessment results for Emotional Management
- Defining personal resilience
- Recognising in the moment pressure
- Activity: Applying strategies to build resilience
- Building emotional self- management -further development tips

The empowering Leader

- Inspiring performance – the business case
- Coaching Techniques:
- Questions to ask to elicit input at eachstage
- Coaching vs Training
- Coaching Practise
- Pairs or trios with observer for feedback
- Swap roles
- Group debrief

Conclusion

- Summary of tips and techniques to improve EI
- Action and commitment to implement skills in the workplace