Emotional Intelligence For Effective Leadership
• IMPACT OF OUR EMOTIONS
• EFFECTIVE LEADERSHIP
  
  THE QUALITIES & CHARACTERISTICS

• OVERVIEW OF EMOTIONAL INTELLIGENCE
• THE EQ-i 2.0 MODEL, COMPOSITES, & SKILLS
• CONNECTING EI SKILLS TO LEADERSHIP COMPETENCIES
• CULTIVATING LEADERSHIP GROWTH WITH EI DEVELOPMENT PLAN
What is your emotional impact?

How do you show up to the world?
Ever wish you had a “Do over Button?”
Tap into the power!
What Qualities & Characteristics of an Effective Leader make them successful?

- Family Member/Friend
- Leader in current company
- Business Leader
- Political Figure
- Entrepreneur
- Military Service Member
- Religious Figure
- Cultural Figure
- Artist
- Inventor
- Athlete
- Singer/Actor/Entertainer
IQ – Intelligence Quotient

How well we......
• REASON
• DISTINGUISH RELATIONSHIPS
• RECOGNIZE PATTERNS
• PROCESS INFORMATION

Our knowledge of . . .
• ARITHMETIC
• READING & VOCABULARY
• SCIENCE
• ENGINEERING
IQ - Pattern Recognition

Draw the next shape in this pattern?
IQ – Pattern Recognition
Qualities & Characteristics?

- Family Member/Friend
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Qualities & Characteristics of Effective Leaders

- Integrity, Values, Morals
- Honesty/Trustworthy
- Humble, Willing to Sacrifice
- Dedication/Committed
- Initiative
- Positive Attitude
- Openness, Learner/Adapts
- Assertiveness
- Humor/Level-Headed
- Good listener
- Vision/Purpose
- Confidence
- Wisdom

- Authentic, Believable
- Passionate, Charismatic
- Team Player
- Respectful
- Generous
- Great Communicator
- Bold, Risk Taking, Courageous
- Resilient
- Disciplined, Hard Working
- Collaborative, Unifying
- Calm
- Reliable
- Caring

*These Qualities & Characteristics all have their foundation in...*
EQ-i 2.0 MODEL MEASURES:

A set of emotional and social skills that:

- **Influence the way we perceive and express ourselves**
  - Confidence, Passionate, Pro Active, Integrity, Authentic

- **Cope with challenges**
  - Resilient, Optimistic, Adaptable, Composed, Open

- **Use emotional information in an effective and meaningful way.**
  - Wise, Learner, Humor, Vision, Purpose

- **Develop and maintain social relationships**
  - Honest, Trustworthy, Dedicated, Listener, Communicator
Credentials

- Based on the Bar On Model of EI
- World’s first scientific measure of emotional intelligence with over 25 years of research / Tested on Over 100,000 people
- Used in clinical, medical, educational, corporate and research settings (Level B Instrument)
- Over 1.5 million assessments worldwide in 45 different languages & 60 countries
- Revision in 2011 based on 15 years of global experience
- Since revision has already been used in over 400 Ph.D. dissertations on emotional intelligence
Emotional Intelligence and Effective Leadership

Leadership Performance

IQ

EQ

PE
“Leadership development must involve introspection, reflection, and examination of our patterns. Otherwise, we become hostages of our old patterns of behavior, and we tend to unconsciously repeat the past.”

Dr. Daniel Vasella, 17-year chairman & former CEO of Novartis
$60 billion life sciences industry

I think for leadership positions, emotional intelligence is more important than cognitive intelligence. People with emotional intelligence usually have a lot of cognitive intelligence, but that’s not always true the other way around.”

John Mackey, CEO of Whole Foods
(Inc Magazine)

“During this time of transformation, there is no better person to lead Microsoft than Satya Nadella,” “Satya is a proven leader with hard-core engineering skills, business vision and the ability to bring people together…”

Bill Gates, Founder of Microsoft
Managing Emotional Patterns – Limiting Beliefs

Dr. Albert Ellis, Internationally recognized as the Father of Rational Emotive Behavior Theory & Therapy, THE EQ EDGE
EI

The "IT" Factor
Individual Competency Models:

Currently used by many organizations to define a combination of knowledge, skills/abilities, and actions/behaviors to establish a performance framework for success in a specific role.
**Authenticity:** An Authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.

**Coaching:** A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.

**Insight:** A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.

**Innovation:** An innovative leader focuses on taking risks, spurring colleagues’ ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.
**Authenticity:** An Authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.

**Benefits**
- Able to see multiple perspectives
- Unbiased
- Confident
- Mindful/Self Aware
- Decisive/Accountable

**Potential Costs**
- Lower Drive
- Not as believable
- Short-sighted
- Do what I say not what I do
- Inconsistent
**Coaching:** A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.

**Benefits**
- Self-Actualization 114
- Empathy 97
- Reality Testing 114
- Interpersonal Relationships 89
- Assertiveness 123
- Emotional Self-Awareness 95

**Potential Costs**
- Lack of Listening
- Potentially Insensitive
- Lower Respect
- Unaware of their Impact
- Transactional
**Insight:** A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.

**Benefits**
- Strategic View
- Confident In The Plan
- Team Player & Builder
- Collaborative
- Values Communication
- Trusted

**Potential Costs**
- Neutral
- Less Inspirational
- Team may be unsure
- Uncomfortable
- More meet than exceed
**Innovation:** An innovative leader focuses on taking risks, spurring colleagues’ ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.

**Potential Costs**
- Transactional
- Values Tradition to a fault
- Process Oriented
- More IN than OUT of the box
- Change is Challenge & not Opportunity
Leadership Derailment: When there is not a healthy use of these skills leaders are at risk for derailment and reduction in effectiveness.
The ROI of Emotional Intelligence
Organizations that **use EI assessments** are **16%** more likely to report revenue growth.

Percentage of respondents reporting revenue growth in 2012.
1. Relevance & Benefit

2. Repetition & Accountability (A,B,C,D,E)

3. Time

4. Our EQ is dynamic/ Professional Development
Cultivate Growth with training in the EI skills that support success in Leadership Competencies – Action Plan

**Action Plan:**

**Goal**- Increase my coaching ability by increasing the use of the skills of empathy and interpersonal relationships

**Time Opportunity / Time Frame** - Every week in my direct report meetings over the next 6 months.

**EI Skills In Action** - What can you do? What does it look like in real life?

**Measure of Success**- Increase in individual & team morale, greater buy in to action plans, fewer meetings, less conflict, greater trust and understanding, overall increase in team performance

**Support and Resources**- Commitment from all involved, Accountability /Coaching Partner, Additional Information (THE EQ EDGE, Assessments)

**Potential Barriers**- Time, Distance, Language, Culture, History

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Take A Ways:
Emotional Intelligence for Effective Leadership

✓ Most Qualities & Characteristics of Effective Leaders have a foundation in EI.
✓ Leadership Competencies can be enhanced with specific skills of EI
✓ Emotional Intelligence skills are dynamic and cultivating their growth with an Action Plan can result in more effective leadership

✓ If you would like more information on Leadership & Emotional Intelligence, Please call to schedule a complimentary and no obligation EQ-i exploratory session.

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