

The Emotionally Intelligent Leader

This 90-minute program is for business professionals who want to achieve results more efficiently through the application of emotional intelligence. This program goes beyond “people skills” to boil down the essentials of emotional intelligence to a tangible format that can be applied immediately.

Learning Outcomes

- Analyze the four domains of emotional intelligence
- Identify the relationship of emotions and being self-aware
- Recognize the impact of habit and automatic thinking on self-management
- Practice listening to a different perspective
- Evaluate the impact to direct reports when a leader demonstrates trust in them

Program Flow

Welcome

Introduction
Learning objectives
Agenda overview

The Shadow You Cast

Managing your reputation
Link between leadership and influence
Common derailers
Activity: Begin With the End in Mind

Self-Awareness

Internal and external self-awareness
What the research says
Failure of introspection
Tactics to improve self-awareness
Five emotional drivers

Self-Management

Two mental pathways
Your amygdala alarm
Executive center: from free will to free won't
Response gap

Social Awareness

Mentalizing and empathy
Ladder of inference
Activity: Seeking to Understand
Tips to demonstrate empathy

Relationship Management

The importance of trust
Activity: The Impact of Trust
When the leader trusts me
Trusting subordinates
Self- versus other-orientation

Workshop Close

Workshop evaluation