

American Management Association's Leading with Emotional Intelligence

Learning Objectives

- Recognize and Consciously Use Emotional Data to Create and Maintain Productive Workplace Relationships and Team Environments
- Manage and Adapt Emotional Behaviors That Impact Leading in a Variety of Work-Based Situations
- Integrate Empathy to Promote Strong Relationships
- Apply Collaborative, Inclusive, and Creative Communication Practices
- Gain Emotional Insights to Understand and Implement Change with Others
- Implement Emotionally Intelligent Motivation Skills to Achieve Team Results

LESSON ONE

Integrating Emotional Intelligence and Leadership Competencies

- Recognize the Impact Your Emotionally Intelligent Interpersonal Communication Skill Has on Your Colleagues
- Apply Emotionally Intelligent Speaking and Listening Skills to Leading

LESSON TWO

Achieving Emotionally Intelligent Influence and Inspiration

- Assess Your Personal Credibility Quotient to Authentically Influence Others
- Apply Empathy as a Powerful Influencing Strategy When Coaching
- Analyze Resistance Through the Lens of Emotional Intelligence to Identify Alternative Influencing Approaches
- Categorize Your Present Strengths and Liabilities When Seeking to Inspire Others
- Apply Skills to Inspire Using Emotionally Intelligent Leadership Stories

Encouraging Emotionally Intelligent Collaboration Practices

- Share Effective Approaches for EI Collaboration
- Allow Opportunities to Practice Effective Inquiry Techniques

LESSON THREE

Managing Change with Emotional Intelligence

- Recognize How Emotions Affect Attitudes Toward Change
- Identify Communication Skills to Help Colleagues Move Beyond Their Resistance to Change

Attaining Healthy Conflict with Emotional Intelligence

- Recognize the Central Role of Relationship Development and Maintenance in Achieving Healthy Conflict
- Apply Strategies for Cultural and Communication Awareness When Leading and Managing Healthy Conflict
- Identify Emotionally Intelligent Leadership Communication Strategies to Create and Maintain Healthy Conflict

LESSON FOUR

Leading Emotionally Intelligent Teams

- Analyze Team Social and Emotional Intelligence
- Assess Stress Levels Within the Team
- Utilize Mindfulness Practices When Whole Teams or Single Team Members Encounter Stress

Demonstrating Your Emotional Intelligence

- Synthesize Emotionally Intelligent Competencies to Address Complex Leadership Challenges and Opportunities
- Allow Opportunities to Practice Effective Inquiry Techniques