

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 leadership in a variety of workplace situations
- Integrate empathy to promote strong relationships
- Apply collaborative, considerate, and creative communication practices
- Gain emotional insights to understand and implement change
- Implement emotionally intelligent motivational skills to achieve team results

Integrating Emotional Intelligence and Leadership Competencies

- Recognize the impact that your emotionally intelligent interpersonal communication skills have on your colleagues
- Apply emotionally intelligent speaking and listening skills to leading

Achieving Emotionally Intelligent Personal Influence

- Assess your personal credibility quotient to authentically influence others
- Apply empathy as a powerful influencing strategy when planning a coaching session
- Analyze resistance through the lens of EI to identify alternative influencing approaches

Creating Emotionally Intelligent Inspiration

- 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

- Describe collaboration as an emotionally intelligent, relationship-based activity
- Identify different types of inquiries that strengthen relationships and

Managing Change with Emotional Intelligence

- Describe how emotions impact people's attitudes toward change.
- Identify communication skills that leaders can use to move past colleagues' resistance to change

Attaining Healthy Conflict with Emotional Intelligence

- Recognize the central role that relationship development and maintenance play in achieving healthy conflict
- Apply strategies to integrate varied perspectives and effective communication when leading
- Identify emotionally intelligent leadership communication strategies to create and sustain healthy conflict

Leading Emotionally Intelligent Teams

- Analyze your team's emotional and social intelligence.
- Assess your team's stress level and mood to remain optimistic and productive.
- Apply emotionally intelligent mindfulness practices when the whole team or a single team member experiences stress

Bringing It All Together

- Synthesize emotionally intelligent competencies to address complex leadership challenges and opportunities