

NEELY EAP NEWSLETTER

APRIL 2023



WELLNESS SEMINAR

Please join us for our live seminar "The Power of Using Emotional Competency"

APRIL 13TH @ 3PM

[REGISTER](#)

QUARTERLY WEBINAR SERIES

Please join us for our live seminar "Time Management and Planning for Effective Leadership"

MAY 25TH @ 3PM

TBD

LETTER FOR LEADERS

Helpful resources from your EAP

WELCOME

The leadership newsletter is designed to provide EAP support to supervisors and managers. Making an informal referral (friendly referral) or formal referral can be challenging without training. In addition, the content will educate and promote program features that help leaders focus on the well-being of their employees. EAP services are free and readily accessible to the entire company and their family members.

Toll-Free, 24/7 Helpline:
866-212-6096
800-735-2989 TDD
neelyeap.com


Neely Employee Assistance Program

Emotional Competency in Leadership

By: Courtney Garcia Echeverria

In a leadership role, emotional competency is essential for many reasons. It helps you successfully coach teams, manage stress, deliver feedback, and collaborate well with others. Emotional competency is the term used to describe a person's ability to express their emotions. It stems from emotional intelligence, which is the ability to identify emotions. Competence is learned and determines a person's potential to interact constructively with other people. Psychologist Daniel Goleman highlighted the importance of emotional competency in leadership by telling the Harvard Business Review, "The most effective leaders are all alike in one crucial way: They all have a high degree of what has come to be known as emotional competency. It's not that IQ and technical skills are irrelevant. They matter, but...they are the entry-level requirements for executive positions."

Self Awareness

One of the four categories to improve your emotional competence is self-awareness. This means tapping into your emotions, skill set, strengths, and weaknesses. This is very important for anyone in a leadership role to be able to do. One way to gauge your self-awareness is to do a 360 feedback evaluation. When you compare your assessment of yourself to the preferably anonymous feedback from your colleagues, you can assess if you are gauging yourself realistically.

Self Management

While self-management can sound self-explanatory, it is one of the most challenging categories to master. Self-management is the way that you handle and react to your emotions. Leaders who lack self-management react impulsively and often come across as harsh, rude, or hotheaded. You practice self-management when you can dial down your automatic reaction and turn it into an adequate response. The key is to think, breathe, and remain positive and calm.

Social Awareness

Social awareness refers to being able to recognize the emotions of others within your organization. One main thing that comes from social awareness is being able to have empathy. Global leadership development firm DDI ranks empathy as the number one leadership skill, reporting that leaders who master empathy perform more than 40 percent higher in coaching, engaging others, and decision-making.



Relationship management

In a recent survey by the Society for Human Resource Management, 72 percent of employees ranked "respectful treatment of all employees at all levels" as the top factor in job satisfaction. This means that although you are in leadership, having a meaningful professional relationship with your colleagues and employees is important. You are only as strong as your weakest link, and as a mentor, influencer, and coach, it is largely up to you to keep your team strong.

How We Can Help

Research shows that emotional competency can be learned and improved with practice and training. If you believe this is something you want to know, improve, or practice to maintain, please use your EAP benefits to be matched with a counselor who can take your leadership skills to the next level.

To learn more about emotional competency, join the upcoming April seminar: **The Power of Using Emotional Competency**

References:

[Emotional Intelligence in Leadership: Why It's Important \(hbs.edu\)](https://hbs.edu)



EAP that's here for you

Here are some answers to common questions supervisors and managers have regarding employee issues and making EAP referrals. If you need more assistance, feel free to email us at admin@neelyeap.com.

Q: What if I excel in one of these categories but not the other?

A: That is actually extremely common. Many people know exactly how they're feeling and can name their emotions to themselves, but may need a little bit of work communicating their emotions to others. Some people may have great business relationships, but may lack empathy when it comes to colleagues talking about emotions. This is nothing to worry about. It does not mean that you are failing at the whole category. As discussed in the article, emotional competency is something that can be learned, practiced, and trained on. Going in depth with your counselor would be the most beneficial technique for fixing this.

Q. Will expressing my emotions to colleagues make them look at me in a negative light?

A: No. If anything, it will make them respect you more. Being open and honest allows others to feel like they can be vulnerable as well. When your colleagues can be vulnerable, this opens the door to being comfortable having some hard discussions or opinions they may have been avoiding.



WHAT CAN MY EAP DO FOR ME?



About our logo

For decades, enslaved African Americans looked to the North Star for hope, inspiration, and freedom. Neely EAP (NEAP) provides the **hope** that your situation will improve, the **inspiration** to move you in the right direction, and the **freedom** to live your best life.

Being in a leadership role can be challenging. Having the correct tools and resources can make a difference. The **Manager Assistance Program** offers support to resolve personal or professional issues that can negatively impact the workplace. We also offer:

- 24/7 Hotline, Access to Confidential Services
- Short-Term Counseling Couch Time CheckIn (preventive annual counseling session)
- Legal and Financial Assistance
- Work-life referrals for adult care, childcare, pet care and more
- Wellness Trainings & Online Employee Training Vault
- Critical Incident Stress Debriefing

