

Teap.

Everyone deserves a little couch-time.



Quarterly Leadership Series


Emotional Intelligence in Leadership

Presented by
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What is Emotional Intelligence (EI)

Definition

The ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

Importance in leadership

Enhances decision-making, team performance, and organizational culture.



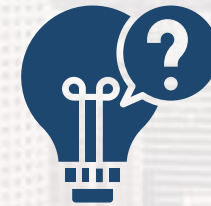
Emotional Intelligence Cannot Be Learned

Components of Emotional Competency



Self-awareness

Understanding your own emotions.



Self-regulation

Managing your emotions effectively.



Empathy

Recognizing, understanding, and reflecting the emotions of others.

Importance of EI in Leadership



Safety

Leaders with high EI create psychological safety



Game Manager

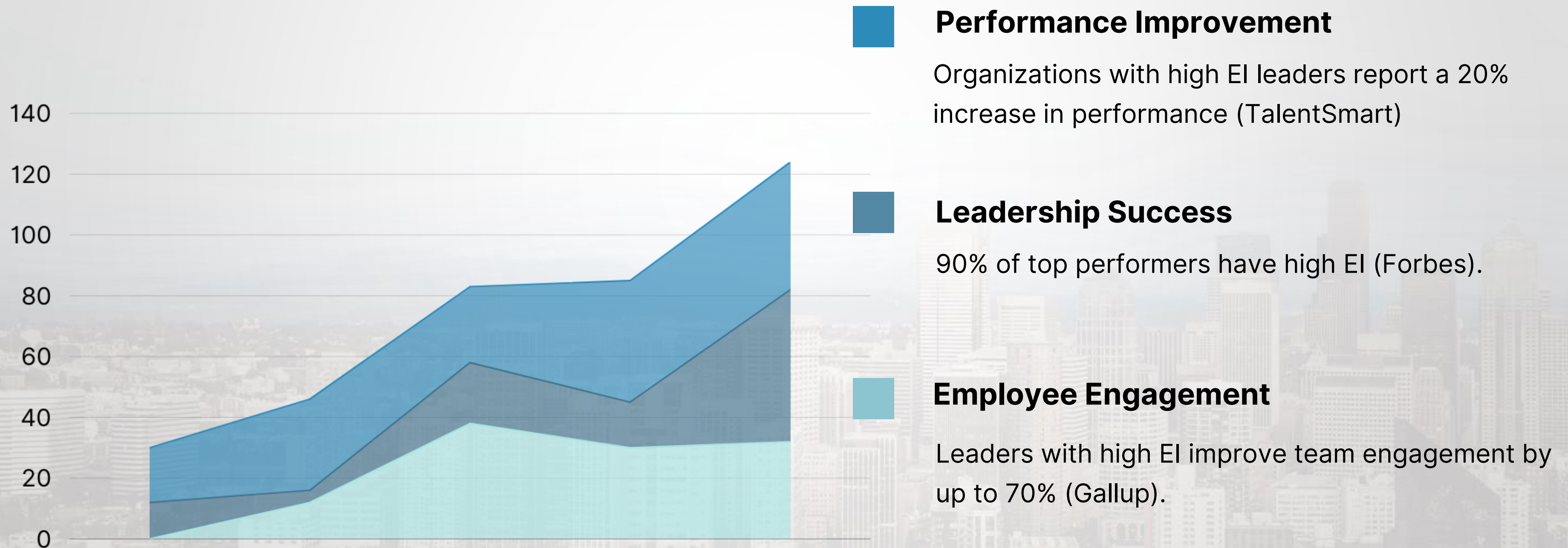
EI helps leaders manage stress and make better decisions.



Communicator

EI enhances reflective listening and conflict resolution skills.

Key Statistics



The Athena Project

Psychological safety emerged as the most critical element for team effectiveness, allowing team members to feel safe to take risks, speak up, and share their thoughts without fear of negative consequences.

Teams with higher levels of psychological safety tended to perform better, innovate more, and have higher employee satisfaction.

Leaders Provide 3 Psychological Services



Focus



Direction



Safety

Benefits of EI in Leadership

- **Authenticity:** Leaders are authentic and real. They can be trusted to do what they say.
- **Safety:** Empathetic leaders foster an emotionally safe environment, which is the most significant indicator of group success.
- **Better Decision Making:** EI leads to more thoughtful and less emotionally reactive decisions.
- **Peace and Collaboration:** Leaders with high EI tend not to have conflict and chaos in the lower ranks.



Developing Emotional Competency



A large orange circle is positioned on the left side of the slide, partially overlapping the white background. The word "Attributes" is written in white text inside this circle.

Attributes

Demonstrates emotional competency

Understands the science of emotions

Teaches the “how” not the “what”

Has a replicable and duplicable skill that can be mastered quickly

Is an effective and engaging teacher and coach

Case Study: Effective EI Leadership

– Satya Nadella at Microsoft

Satya Nadella, CEO of Microsoft since 2014, is a prime example of how emotional intelligence (EI) can transform leadership and drive organizational success. Under his leadership, Microsoft has experienced significant cultural and financial growth, shifting from a competitive, "know-it-all" culture to a collaborative, "learn-it-all" culture.

- Self-Awareness and Empathy
- Cultural Transformation
- Empowering Employees
- Impact on Performance



Practical Tips for Leaders

- **Master Self-Affect Labeling:** Be aware of and reflect your emotions.
- **Master Third-Person Affect Labeling:** Read and reflect back the emotions of others.
- **Use the Buddha Bubble:** Be non-reactive, non-judgmental, and non-critical.
- **Be A Coach, Not A Dictator:** Coach two levels down for incremental improvement, not for perfection.
- **Lead by Example:** Model the behavior you want to see in your team.



Quote

"The most important thing in communication is hearing what isn't said."

— Peter Drucker



Thank You



**For information about workshops and coaching
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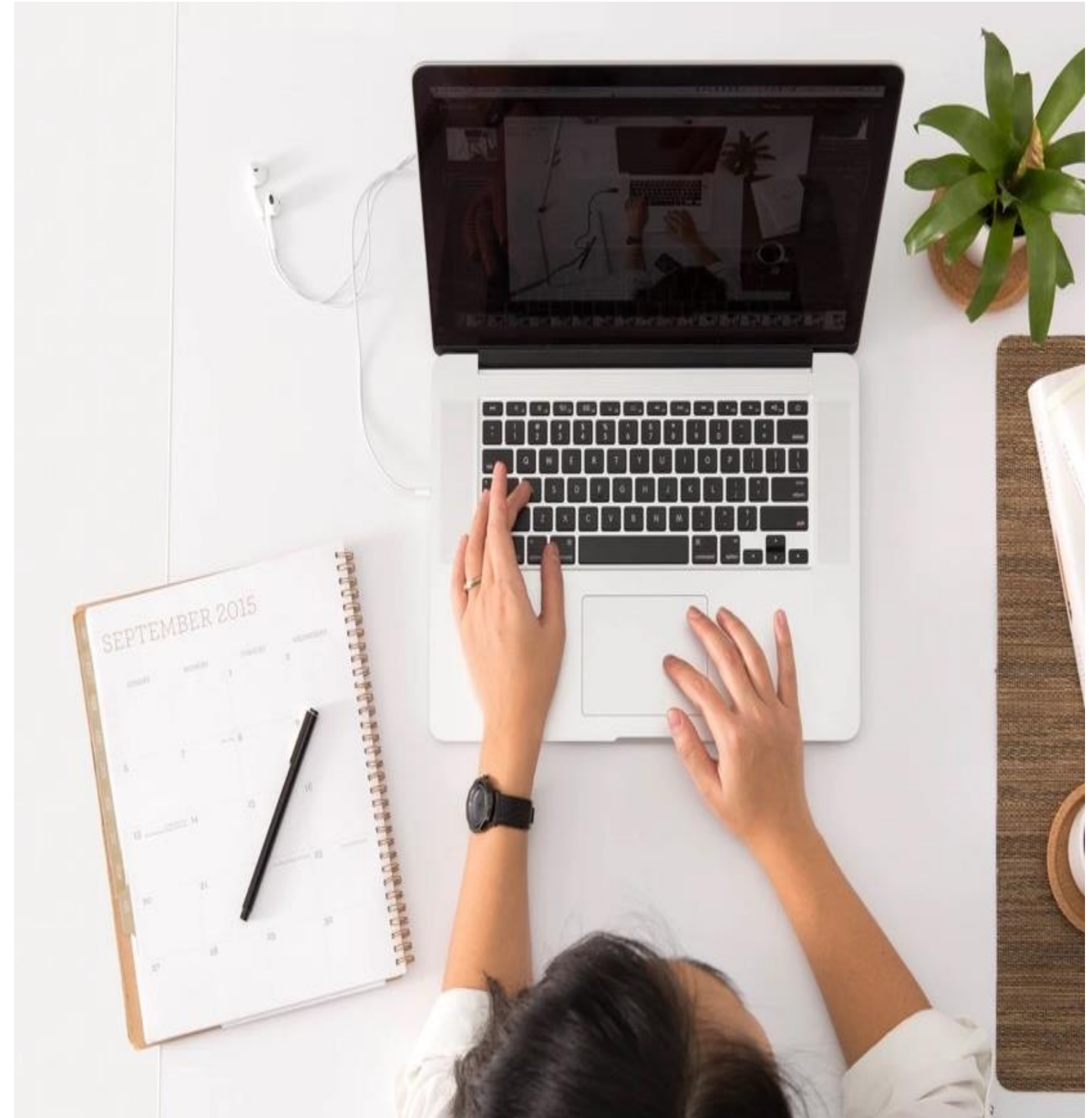
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EAP Benefit Spotlight



Self Affect Labeling

When you label your own emotions, you are diminishing the stress response that's triggered by your brain. Here's a cheat sheet on how to label/structure your thoughts. Go through each of these emotions and say out loud "I feel _____"

1. Anger

- Frustration, Irritation, Annoyance, Rage, Jealous, Hatred



2. Disrespect

- Ignored, Not Heard, Invisible, Unfair, Unappreciated, Unsupported



3. Fear

- Anxiety, Worried, Concerned, Afraid, Unsure, Nervous, Scared



4. Disgust

- Repelled, Horrified, Revolted, Appalled, Nauseated



5. Shame

- Humiliation, Embarrassment, Guilt, Uncomfortable, Imposter



6. Sadness

- Grief, Unhappy, Distressed, Despair, Depressed, Miserable,



7. Abandoned

- Lonely, Rejected, Betrayed, Unloved, Worthless, Unloveable