

*Teap.*

Everyone deserves a little couch-time.



Quarterly Leadership Series

# **Using Emotional Intelligence to Strengthen Communication**

Presented by  
Douglas E. Noll, JD, MA,

# ABOUT THE PRESENTER

**Douglas E. Noll, JD,  
MA**

- Lawyer and Peacemaker
- Author and Professor
- Internationally-Recognized Mediator
- Mobius Executive Leadership
- California Lawyer of the Year
- Best Lawyer In America Lawyer of the Year
- Co-Founder, Prison of Peace Project
- Encore Fellow since 2014



## ➤ **Why are we here?**

- Learn how emotional intelligence strengthens workplace communication and resilience.
- Gain practical tools to manage stress and regulate emotions as a leader.
- Discover strategies to foster trust and psychological safety in your team.





# ➤ Introduction to the Series

Communication, stress management, and success skills equip leaders to navigate challenges with confidence and clarity. These abilities foster stronger relationships, encourage collaboration, and promote a workplace culture of resilience and trust.

1. Using Emotional Intelligence to Strengthen Communication and Resilience
2. Turning Stressful Situations into Collaborative Solutions
3. Reflective Listening: Reducing Stress and Building Stronger Connections
4. Building Trust Through Open Communication







- Why Success Skills and not Soft Skills?





# Poll #1

How confident are you in your ability to manage stress while leading a team?

# ➤ Defining Emotional Intelligence

- **What is Emotional Intelligence (EI)?**
- **Components:**
  - Self-awareness
  - Self-regulation
  - Social awareness
  - Relationship management





# Poll #2

Which area of emotional intelligence do you find most challenging?



## ➤ **How EI Impacts Leadership**

- High EI fosters trust, improves communication, and builds positive team environments.
- Poor EI leads to miscommunication, stress, and disengagement.
- Recognizing strengths and growth areas.





# Poll #3

What is the biggest communication challenge you face as a leader?



## ➤ Building Resilience Through EI

- EI helps leaders manage stress and avoid burnout.
- Techniques for handling high-pressure roles.
- Supporting employees' mental health.



## ➤ Practical Strategies for Leaders

- Reflective listening to build trust and collaboration.
- Emotional regulation for handling tough situations.
- Creating psychological safety in the workplace.





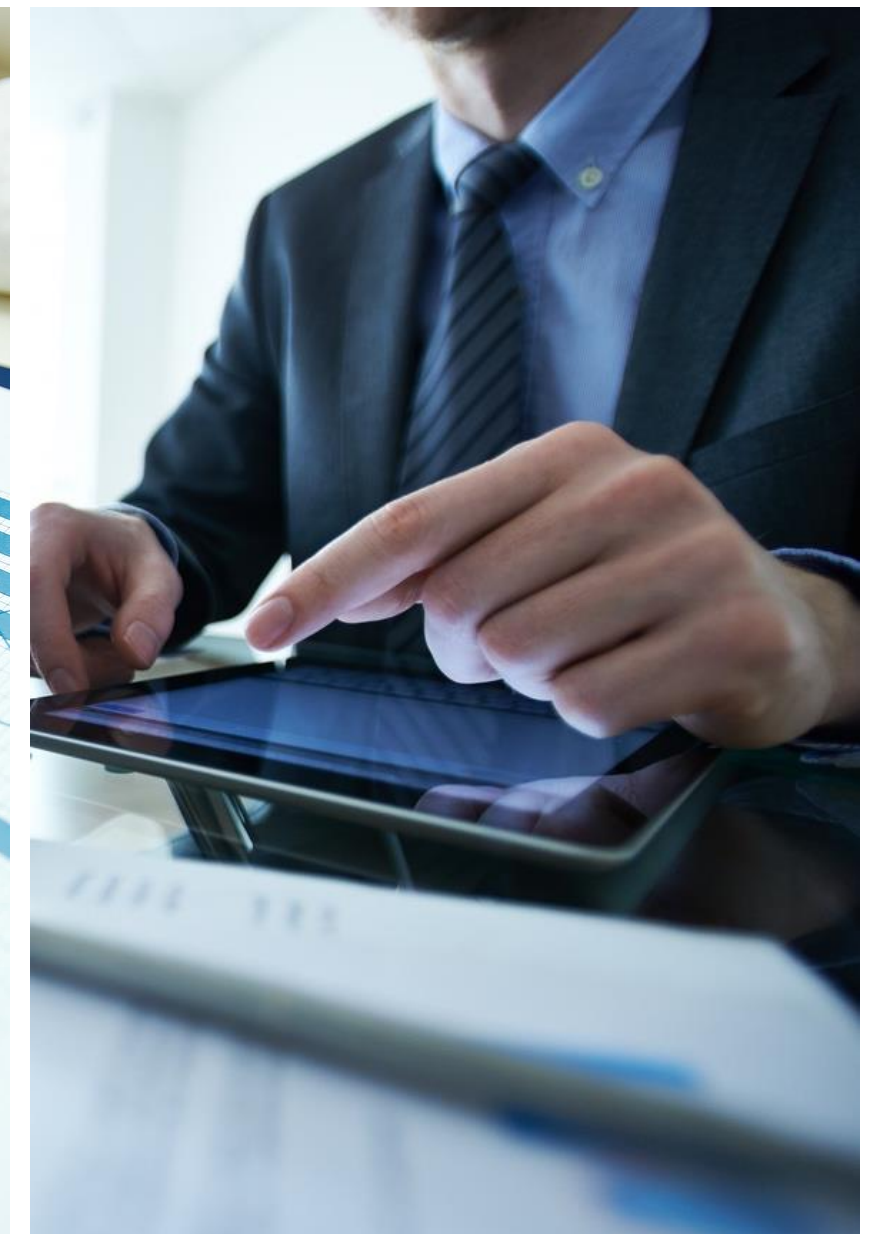
## ➤ Interactive Exercise

- Emotional intelligence self-assessment.
- Leadership scenarios and discussions.
- Evaluating different EI responses and their impact.



## ➤ **Case Study: A Leader's Journey to Emotional Intelligence**

- Real-world example of a leader improving EI.
- Key steps taken and lessons learned.
- How EI transformed communication and stress management.





# Thank You

**For information about workshops  
and coaching contact me at:**



**[www.dougnoll.com](http://www.dougnoll.com)**



**<https://dougnoll.co/LetsTalk>**



**[doug@dougnoll.com](mailto:doug@dougnoll.com)**



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Employee Support Program

## LIFE COACHING



### FEATURES:

- Have convenient telephone conversations with your Life Coach.
- Establish your vision, set goals and create an action plan in your very first meeting.
- Engage in up to 5 follow-up meetings to help recalibrate, refresh, and progress with your goals.
- ☐ Your progress towards any goal – career, parenting, relationship, time-management – can be enhanced by working with your Life Coach.

The path to personal and professional success is not always clear.

A Life Coach can help by guiding you through a thought-provoking, creative process of reflection and goal setting to maximize your potential and navigate life transitions.



TOLL-FREE: 866-212-6096

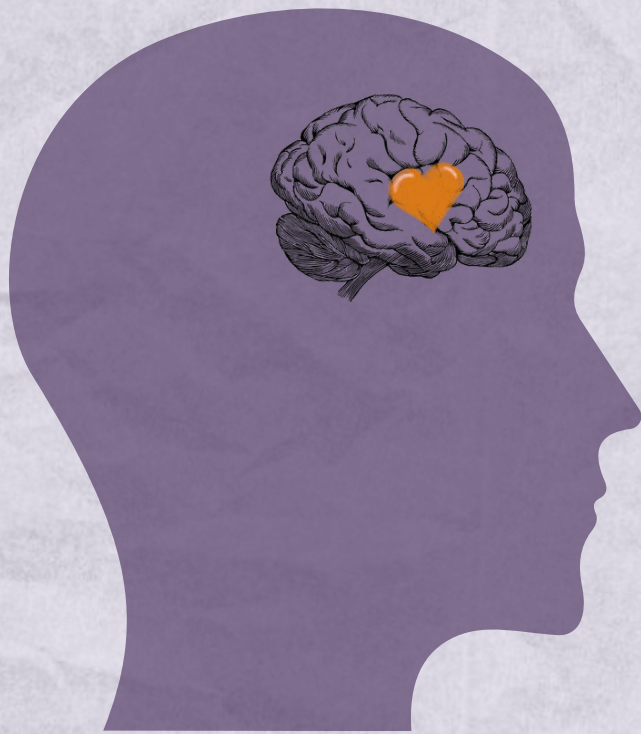
WEBSITE: <https://neelyeap.helpwhereyouare.com>

# EAP Benefit Spotlight





# COGNITIVE EMPATHY



## WHY IT MATTERS

- Enhance communication
- Foster stronger workplace relationships
- Support conflict resolution

## DEFINITION

The ability to accurately read, assimilate, interpret, and reflect the emotional experiences of another person. *(affect labeling)*

## STRATEGIES

- Reflective listening
- Emotional regulation
- Create psychological safety

**“Resilience is being the water, not the butter.” – Doug Noll**

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