

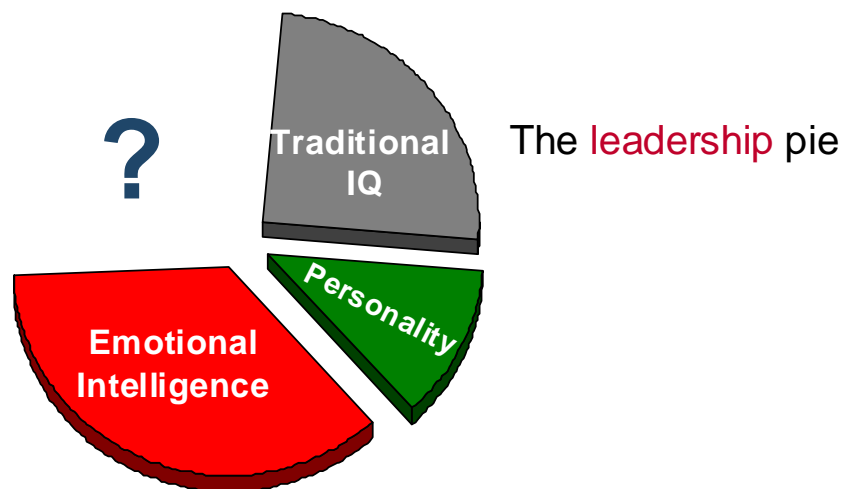
## GENOS 360

### Why Emotional Intelligence...NOW?

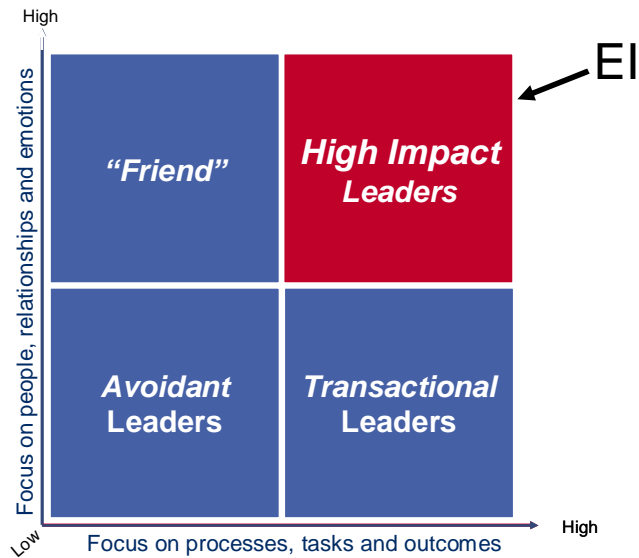
... because EI delivers measurable results.

	% explained by EI
Leadership effectiveness	<b>36%</b>
Reduced absenteeism	<b>29%</b>
Job satisfaction	<b>24%</b>
Sales performance	<b>23%</b>
Retention/Organizational commitment	<b>22%</b>
Stress resilience	<b>19%</b>
Team cohesion	<b>14%</b>
Creativity and Innovation	<b>12%</b>
Customer service orientation	<b>12%</b>
Balancing work and home environments	<b>10%</b>

... and because what underpins effective leadership is changing.



## The High Impact Leader



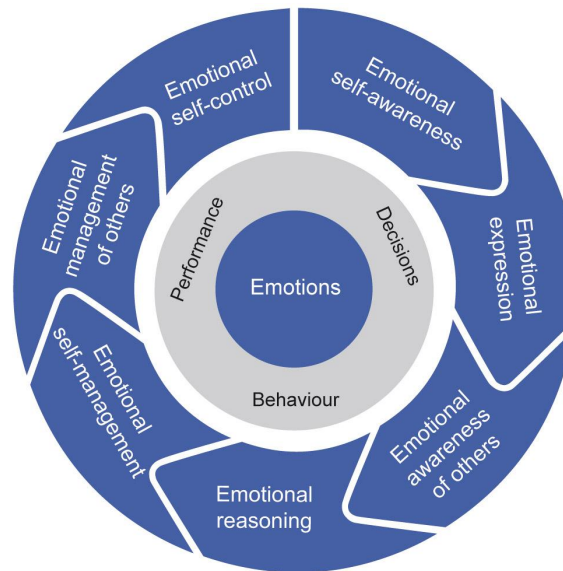
### As a leader, where do you go?

Take a moment to consider:

1. Under pressure, what is your default style?
2. Why is this style your 'default'?
3. What triggers you to 'default'?
4. How do you recognise that you have 'defaulted'?
5. What do you do to return to being High Impact Leader?

## Emotional intelligence is ...

*“A set of seven skills that define how effectively we perceive, understand, reason with and manage our own and others’ feelings.”*



### **Skill 1: emotional self-awareness**

- The skill of perceiving and understanding one’s own emotions
- Leaders effective in this skill of EI ...
  - are more “in-tune” with their moods, feelings, and the effect of their emotions at work
  - demonstrate greater awareness of how their emotions may be influencing their thoughts and decisions, and
  - demonstrate greater awareness of how their emotions may be influencing their behavior and performance at work.
- As a result they ...
  - better recognize the impact their moods, feelings and emotions about the team have on their outward displays and behaviors.

### **Skill 2: emotional expression**

- The skill of effectively expressing one’s own emotions
- Leaders effective in this skill of EI ...

- communicate how they feel about various issues at work effectively; that is, in the right way, to the right degree and at the right time
- create greater understanding about themselves amongst their colleagues, and
- demonstrate vulnerability appropriately with others.
- As a result they ...
  - are often described by others as “genuine and trustworthy”.

### **Skill 3: emotional awareness of others**

- The skill of perceiving and understanding others’ emotions
- Leaders *effective* in this skill of EI ...
  - are more adept at reading others’ verbal and non-verbal emotional cues at work
  - understand what typically makes people experience various feelings in the workplace, and
  - are able to demonstrate an understanding of others’ emotions at work (e.g., active listening, basic empathy, etc).
- As a result they ...
  - more effectively engage with, respond to, motivate and connect with other members of the team.

### **Skill 4: emotional reasoning**

- The skill of utilizing emotional information (from yourself and others) in reasoning, planning and decision-making
- Leaders *effective* in this skill of EI ...
  - consult others’ feelings on issues at work to help derive solutions
  - consider their own feelings on issues at work when decision-making, and
  - achieve greater buy-in to decisions they implement in the workplace.
- As a result they ...
  - achieve greater buy-in to decisions they implement in the workplace.

### **Skill 5: emotional self-management**

- The skill of effectively managing your own emotions
- Leaders effective in this skill of EI ...
  - maintain an optimistic and positive disposition at work
  - move on quickly from events that cause them adversity, and
  - implement strategies to help them maintain positive moods and emotions in the workplace.
- As a result they ...
  - cope more effectively with high work demands and occupational stress.

### **Skill 6: emotional management of others**

- The skill of influencing the moods and emotions of others
- Leaders effective in this skill of EI ...
  - create environments that make people feel more optimistic and positive in the workplace
  - communicate and interact in ways that motivate and engage others at work, and
  - help people identify more effective ways of (behaving) responding to events that are causing them adversity.
- As a result they ...
  - are good at improving the team's workplace productivity and performance.

### **Skill 7: emotional self-control**

- The skill of effectively controlling strong emotions that you experience
- Leaders effective in this skill of EI ...
  - have a "long fuse"
  - overcome anger at work by thinking through what's causing it, and
  - express anger and other strong emotions in the right way, at the right time, and with the right person.
- As a result they ...
  - are resilient in the face of strong adversity.