

Emotional Intelligence and Leadership

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Emotional Intelligence



Emotional Intelligence:

- Is a form of social intelligence;
- that involves the ability to monitor one's own and other's feelings and emotions;
- to discriminate among them; and
- to use this information to guide one's thinking and action.

Daniel Goleman - Guru

Daniel Goleman brought the notion of "EI" to prominence as an alternative to more traditional measures of IQ with his 1995 mega-best-seller *Emotional Intelligence*.

<http://www.youtube.com/watch?v=wJhfKYzKc0s>

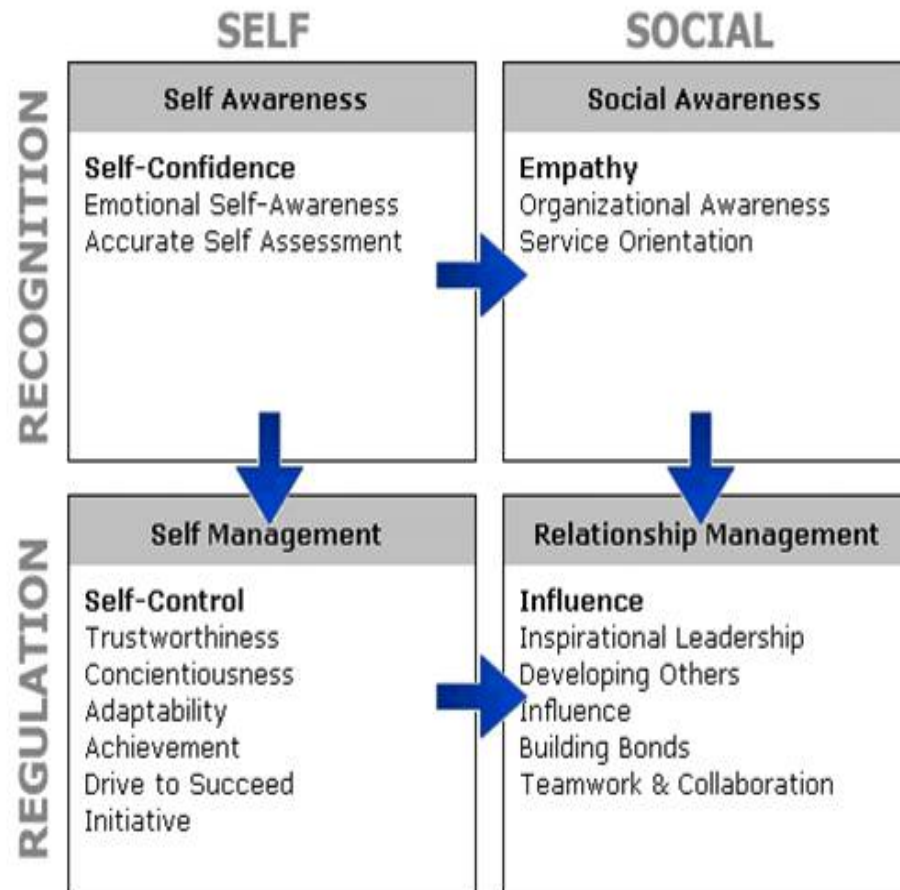
Emotional Competencies



Emotional Intelligence is more than 85% of what sets star performers apart.

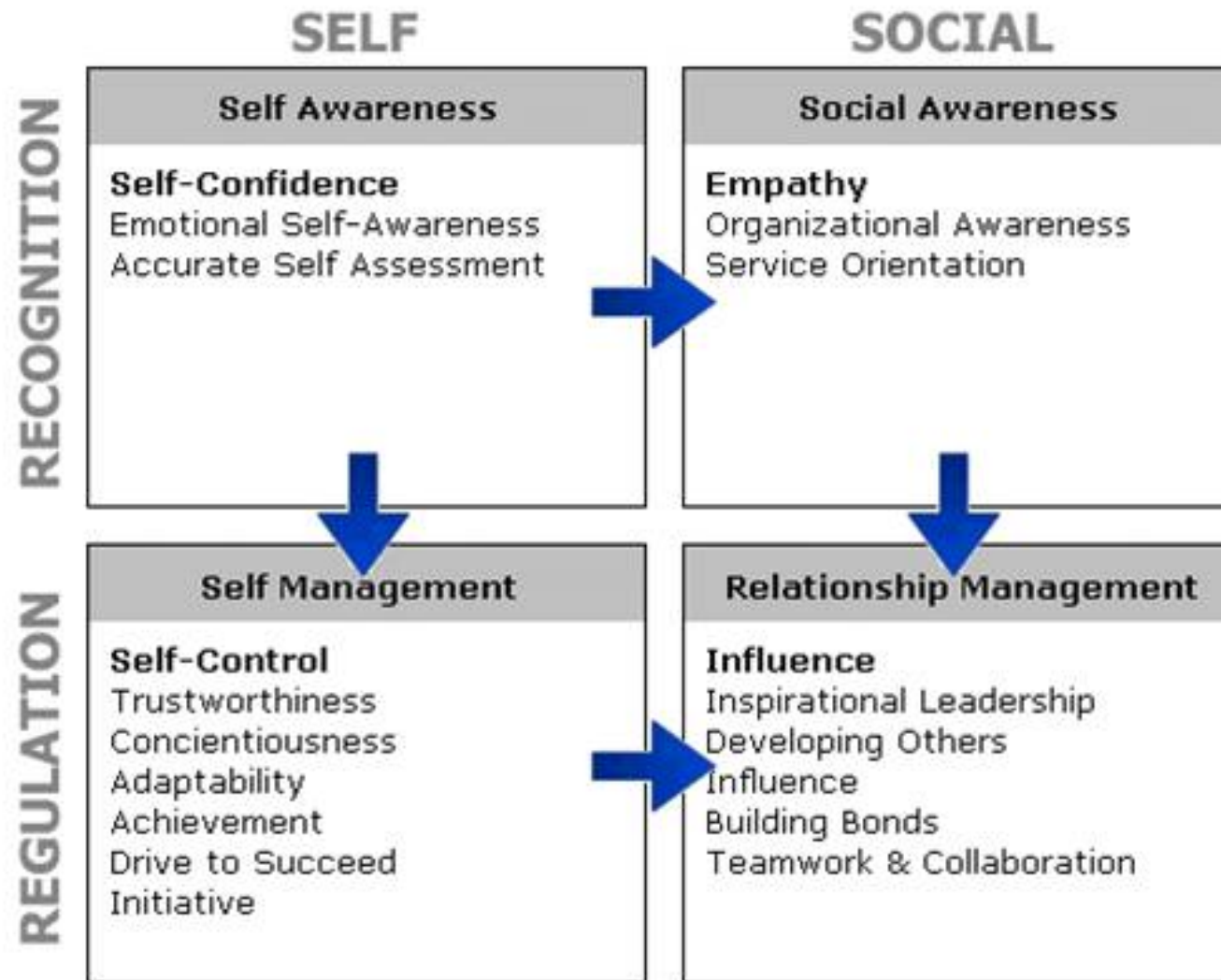
For superior performance in jobs of all kinds, emotional competence matters twice as much as IQ plus technical skill combined.

Emotional Competencies



The ability to outperform others **depends on the relationships of the people** involved which ultimately relates to the degree of emotional intelligence of its employees and leaders.

Emotional Competencies



As your deepest desire is, so are your thoughts.

As your deepest thoughts are, so is your speech.

As your speech is, so are your actions.

As your actions are, so is your destiny.

Unknown

<https://www.youtube.com/watch?v=TAitmFLXC-M&index=6&list=PL2394486D7347FB4A>

No act of kindness, or word of praise or encouragement, no matter how small is ever wasted.

Smile and the world smiles with you.

The power of love, caring and compassion can change the world more permanently than anything else

Unknown

Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

Accountability Ladder

THE ACCOUNTABILITY LADDER



Team Exercise



You'll get people to work with you and cooperate more successfully, by appealing to their feelings and emotions than by convincing their reason.

Unknown

Measuring EI

We are being judged now by a new yardstick:

- not just how smart we are, or
- by our training and expertise, but
- also by how well we handle ourselves and each other.

The true worth of a person is not in
'WHAT' they own or 'WHAT' they are,
but rather in 'WHO' they are.

Unknown

Traits of great leaders...

- Self aware;
- Organizationally aware;
- Culturally aware;
- Contextually aware;
- Are highly engaged; and
- Emotionally aware.

Great leaders...

- Very inclusive,
- Deeply caring,
- Highly empathetic,
- They don't fear being proven wrong,
- Are not interested in who is right, but what is right, and
- Are just as at ease when unlearning as they are when learning.

Great leaders...

- They never pass up an opportunity to discuss, converse, dialog, or debate.
- They know that their leadership is only as good as their ability to engage, listen, discern, and to act.
- A great leader is someone who balances humility with hilarity but still gets the job done!

- How you are being is influencing others state.
- First person I need to master is me.
- Life is a team sport – you will not realise your full potential relying on yourself.

Inspirational EI

Your Attitude determines your Altitude

Self Perception determines Direction

Nic Vujicic

http://www.youtube.com/watch?v=yo_24_qTNac

Questions

