

Description

Intellect and knowledge are key to effective job performance, but emotional intelligence is what enables you to be a truly successful leader. Understanding employees' needs and what drives them helps you build and navigate workplace relationships. You will learn about the direct link between emotional intelligence and practical leadership behaviors. You will use that understanding to guide you in self-reflective activities and challenging exercises built around a series of emotionally charged situations.

Delegates will learn how to

- Explain the value of emotional intelligence for leaders in the modern workplace
- Describe the impact of your emotional intelligence on your leadership behaviors and decision making processes
- Identify key characteristics of an emotionally intelligent leader
- Respond to emotionally charged situations in an emotionally competent manner
- Demonstrate emotionally intelligent leadership behaviors when leading others
- Promote emotionally intelligent leadership behaviors throughout your organization

Audience

This course is intended for managers, team leaders, or team members who want to become more effective leaders by becoming more emotionally intelligent.

Outline

Seeing Your Emotional Intelligence at Work

- Welcome and Introduction

The Emotionally Intelligent Leader

- Role Model Experiences
- Emotional Intelligence
- Common Misconceptions about Emotional Intelligence
- Validation for Emotional Intelligence
- The Emotionally Intelligent Leader
- A Scientific Explanation For Your Emotional Responses
- How Neuroleadership Helps Leaders

Leading with Emotional Intelligence

- What Is a Leader?

Modeling Emotionally Intelligent Leadership

- The Empathetic Development Discussion
- Corporate Citizenship Meeting
- Self-Management and Adaptability
- The Importance Of Modeling
- The Relationship Between Modeling And Emotionally Intelligent Leadership

Fostering Emotional Intelligence in the Workplace

- Fostering Emotional Intelligence in the Workplace Exercises
- Activity: Defining Influence
- The Power of Persuasion
- Influencing Groups Versus Individuals
- Emotionally Intelligent Influencing

Applying Emotionally Intelligent Leadership Behaviors in the Workplace

- Emotionally Intelligent Leadership Vision

Emotionally Intelligent Leadership



Cool-Down Exercises

- Cool-Down Exercises