

# Emotional Intelligence For Effective Leadership

The Point of Leadership™

Emotional Intelligence

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## AGENDA

- **IMPACT OF OUR EMOTIONS**
- **EFFECTIVE LEADERSHIP**
  - THE QUALITIES & CHARACTERISTICS*
- **OVERVIEW OF EMOTIONAL INTELLIGENCE**
- **THE EQ-i 2.0 MODEL, COMPOSITES, & SKILLS**
- **CONNECTING EI SKILLS TO LEADERSHIP COMPETENCIES**
- **CULITIVATING LEADERSHIP GROWTH WITH EI DEVELOPMENT PLAN**

# What is your emotional impact?



**How do you show up to the world?**

Ever wish you had a  
“Do over Button?”



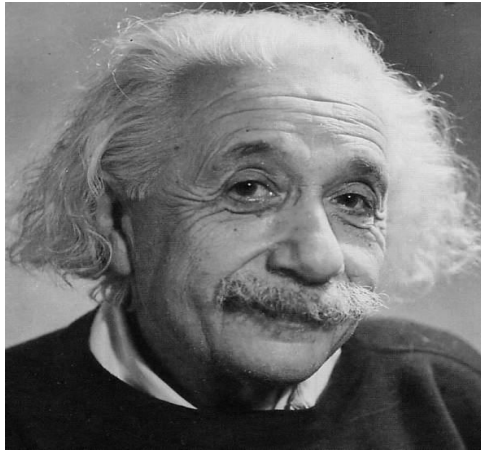
# Tap into the power!



# What Qualities & Characteristics of an Effective Leader make them successful?

- Family Member/Friend
- Leader in current company
- Business Leader
- Political Figure
- Entrepreneur
- Military Service Member
- Religious Figure
- Cultural Figure
- Artist
- Inventor
- Athlete
- Singer/Actor/Entertainer

# IQ – Intelligence Quotient



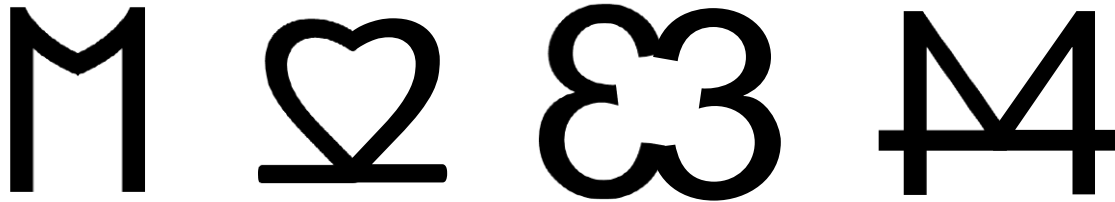
## How well we.....

- **REASON**
- **DISTINGUISH RELATIONSHIPS**
- **RECOGNIZE PATTERNS**
- **PROCESS INFORMATION**

## Our knowledge of . . .

- **ARITHMETIC**
- **READING & VOCABULARY**
- **SCIENCE**
- **ENGINEERING**

# IQ - Pattern Recognition

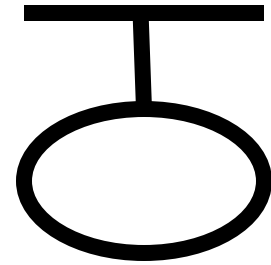
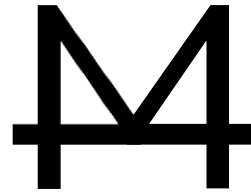
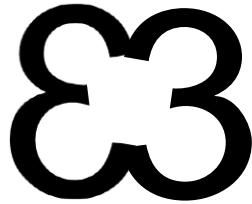


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Draw the next shape in  
this pattern?



# IQ - Pattern Recognition



# Qualities & Characteristics?

- Family Member/Friend
- Leader in current company
- Business Leader
- Political Figure
- Entrepreneur
- Military Service Member



- Religious Figure
- Cultural Figure
- Artist
- Inventor
- Athlete
- Singer/Actor/Entertainer

# Qualities & Characteristics of Effective Leaders

- Integrity, Values, Morals
- Honesty/Trustworthy
- Humble, Willing to Sacrifice
- Dedication/Committed
- Initiative
- Positive Attitude
- Openness, Learner/Adapts
- Assertiveness
- Humor/Level-Headed
- Good listener
- Vision/Purpose
- Confidence
- Wisdom
- Authentic, Believable
- Passionate, Charismatic
- Team Player
- Respectful
- Generous
- Great Communicator
- Bold, Risk Taking, Courageous
- Resilient
- Disciplined, Hard Working
- Collaborative, Unifying
- Calm
- Reliable
- Caring

*These Qualities & Characteristics all have their foundation in.....*

# EQ-i 2.0 MODEL MEASURES:



**EQ-i** 2.0  
assess. predict. perform.

- Cope with challenges

*Resilient, Optimistic,  
Adaptable, Composed,  
Open*

- Use emotional information in an effective and meaningful way.”

*Wise, Learner, Humor, Vision,  
Purpose*



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Based on the Bar-On EQ-i model by Reuven Bar-On, copyright 1997.

A set of emotional and social skills that:

- Influence the way we perceive and express ourselves

*Confidence, Passionate, Pro Active,  
Integrity, Authentic*

- Develop and maintain social relationships

*Honest, Trustworthy, Dedicated,  
Listener, Communicator*

# Credentials

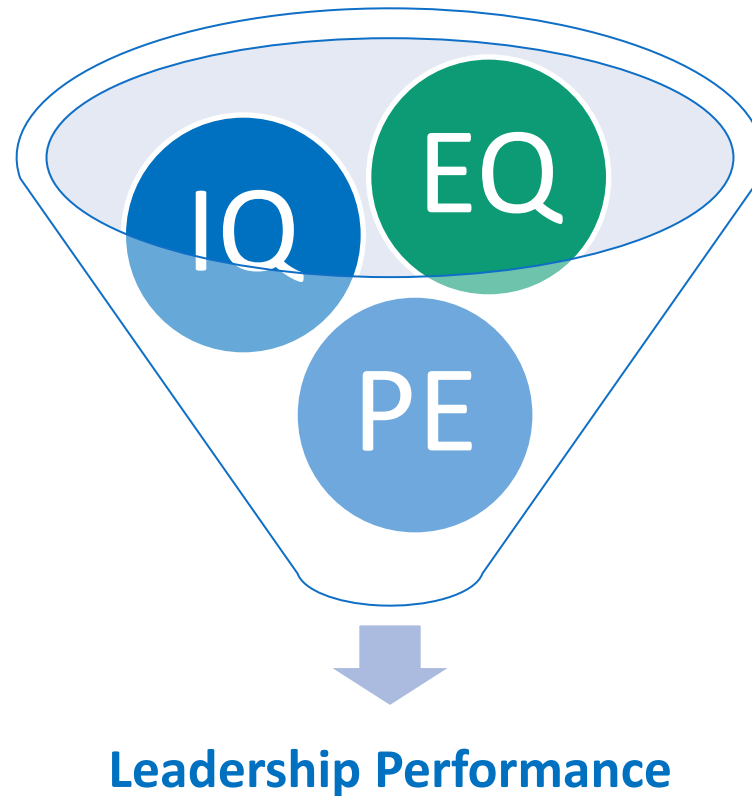


**EQ-i**<sup>2.0</sup>  
assess. predict. perform.

- Based on the Bar On Model of EI
- World's first scientific measure of emotional intelligence with over 25 years of research / Tested on Over 100,000 people
- Used in clinical, medical, educational, corporate and research settings (Level B Instrument)
- Recognized by: Consortium of Emotional Intelligence , American Psychological Association, American Educational Association, National Council on Measurement in Education, Buros Institute
- Over 1.5 million assessments worldwide in 45 different languages & 60 countries
- Revision in 2011 based on 15 years of global experience
- Since revision has already been used in over 400 Ph.D. dissertations on emotional intelligence



# Emotional Intelligence and Effective Leadership



# Emotional Intelligence and Effective Leadership

*“Leadership development must involve introspection, reflection, and examination of our patterns. **Otherwise, we become hostages of our old patterns of behavior,** and we tend to unconsciously repeat the past. “*

Dr. Daniel Vasella, 17-year chairman & former CEO of Novartis  
\$60 billion life sciences industry

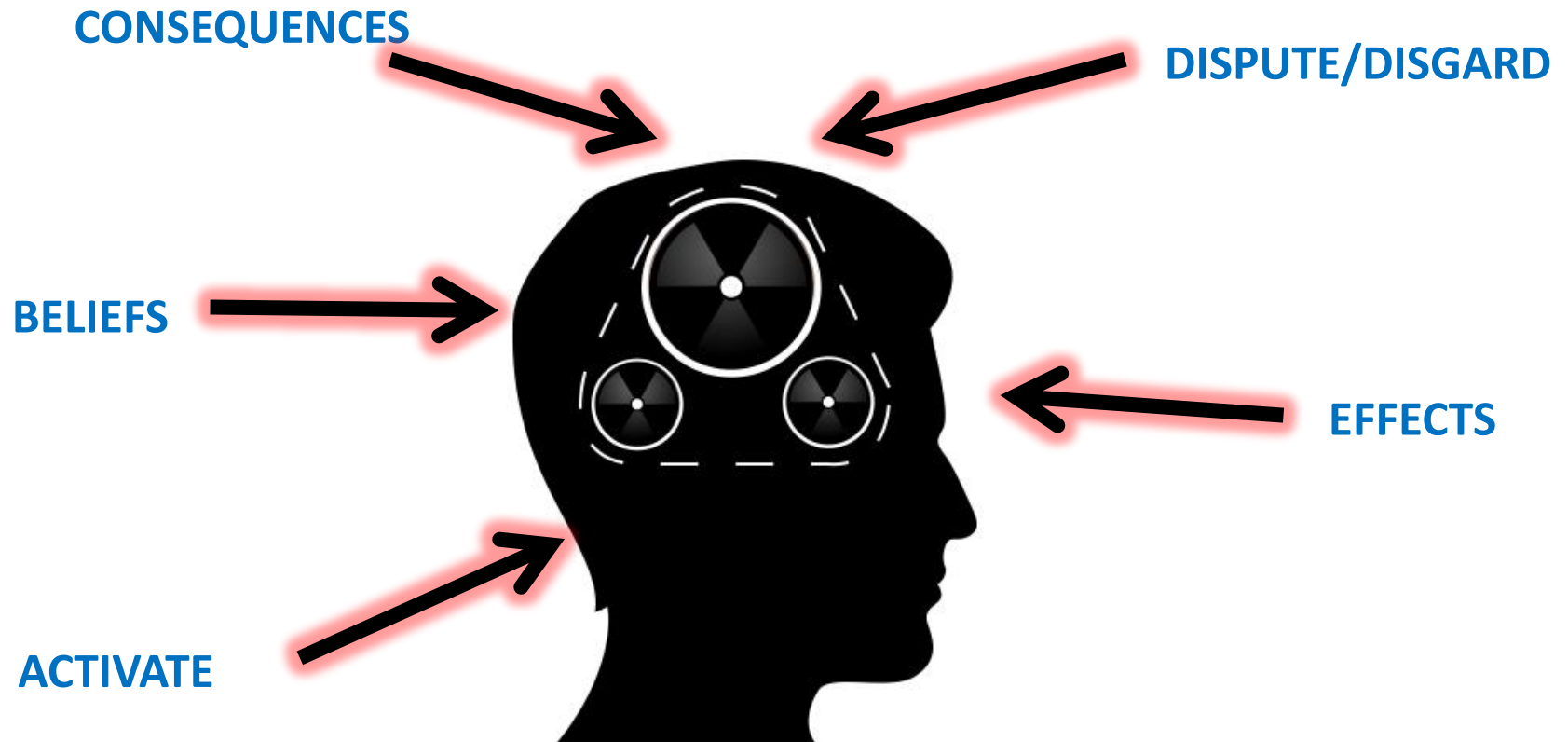
***I think for leadership positions, emotional intelligence is more important than cognitive intelligence.** People with emotional intelligence usually have a lot of cognitive intelligence, but that’s not always true the other way around.”*

John Mackey, CEO of Whole Foods  
(Inc Magazine)

*“During this time of transformation, there is no better person to lead Microsoft than Satya Nadella,” “Satya is a proven leader with hard-core engineering skills, business vision and **the ability to bring people together...**”*

Bill Gates, Founder of Microsoft

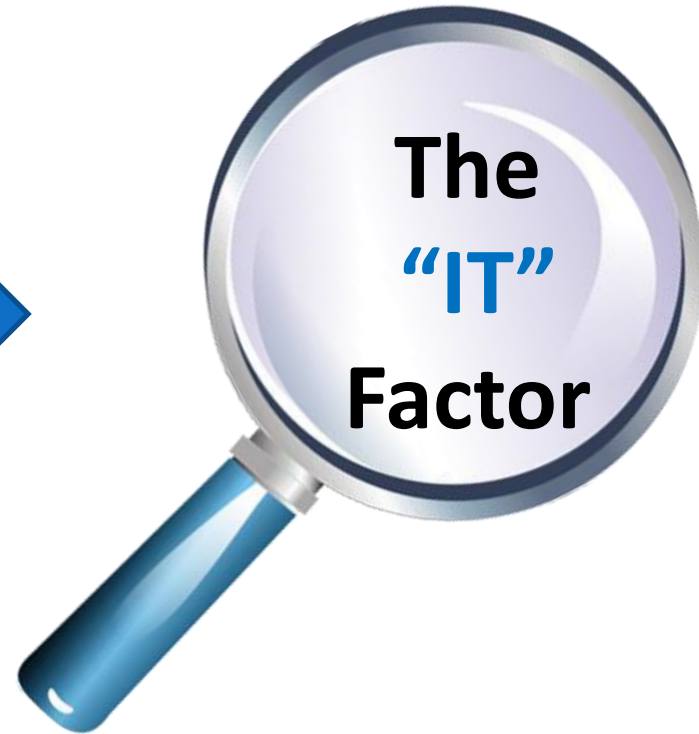
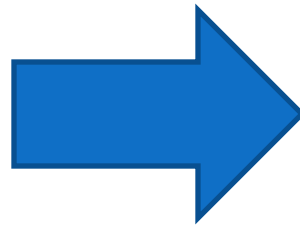
# Managing Emotional Patterns – Limiting Beliefs



Dr. Albert Ellis, Internationally recognized as the Father of Rational Emotive Behavior Theory & Therapy, THE EQ EDGE



EI



The  
"IT"  
Factor

## Individual Competency Models :



Currently used by many organizations to define a combination of knowledge, skills/abilities, and actions/behaviors to **establish a performance framework** for success **in a specific role**.



**Authenticity:** An Authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.



**Coaching:** A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.



**Insight:** A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.



**Innovation:** An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.

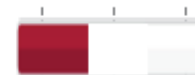
**Authenticity:** An Authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.



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Self-Actualization

98



Reality Testing

114



Self-Regard

113



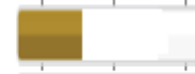
Emotional Self-Awareness

111



Social Responsibility

94



Independence

119



## Benefits

**Able to see multiple perspectives**

## Potential Costs

**Lower Drive**

**Not as believable**

**Short-sighted**

**Do what I say not what I do**

**Inconsistent**

**Coaching:** A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.



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Self-Actualization

114

Empathy

97

Reality Testing

114

Interpersonal Relationships

89

Assertiveness

123

Emotional Self-Awareness

95



**Benefits**

**Potential Costs**

**Lack of Listening**  
**Potentially Insensitive**  
**Lower Respect**  
**Unaware of their Impact**  
**Transactional**

**Insight:** A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.



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## Benefits

### Potential Costs

Neutral

Less Inspirational

Team may be unsure

Uncomfortable

More meet than exceed

**Innovation:** An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.



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Self-Actualization

114



Independence

119



Problem Solving

99



Assertiveness

123



Flexibility

98



Optimism

108



## Potential Costs

Transactional

Values Tradition to a fault

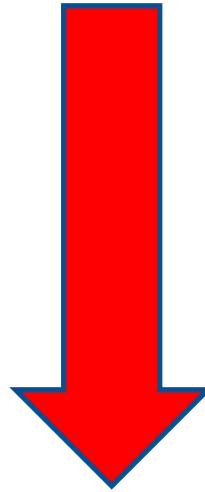
Process Oriented

More IN than OUT of the box

Change is Challenge & not Opportunity



**Leadership Derailment:** When there is not a healthy use of these skills leaders are at risk for derailment and reduction in effectiveness.



Impulse Control

90



Stress Tolerance

112



Problem Solving

97



Independence

120





# The ROI of Emotional Intelligence



# The ROI of Emotional Intelligence

Organizations that use EI assessments are

**16%** *more likely to report revenue growth*

EI not measured with assessments

56%

EI measured with assessments

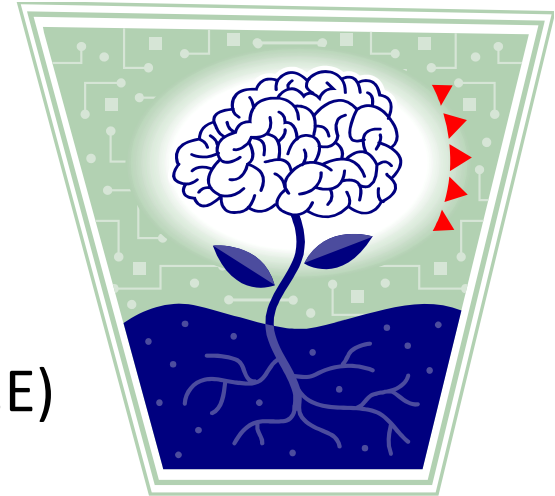
72%

Percentage of respondents reporting revenue growth in 2012



# Cultivate Growth with training in EI skills that support success in Leadership Competencies – Key Factors

1. Relevance & Benefit
2. Repetition & Accountability (A,B,C,D,E)
3. Time
4. Our EQ is dynamic/ Professional Development



# Cultivate Growth with training in the EI skills that support success in Leadership Competencies – Action Plan

## **Action Plan:**

**Goal-** Increase my coaching ability by increasing the use of the skills of empathy and interpersonal relationships

**Time Opportunity / Time Frame** - Every week in my direct report meetings over the next 6 months.

**EI Skills In Action** - What can you do? What does it look like in real life?

**Measure of Success-** Increase in individual & team morale, greater buy in to action plans, fewer meetings, less conflict, greater trust and understanding, overall increase in team performance

**Support and Resources-** Commitment from all involved, Accountability /Coaching Partner, Additional Information (THE EQ EDGE, Assessments)

**Potential Barriers-** Time, Distance, Language, Culture, History

# Take A Ways: Emotional Intelligence for Effective Leadership

- ✓ Most Qualities & Characteristics of Effective Leaders have a foundation in EI.
  - ✓ Leadership Competencies can be enhanced with specific skills of EI
  - ✓ Emotional Intelligence skills are dynamic and cultivating their growth with an Action Plan can result in more effective leadership
- 
- ✓ If you would like more information on Leadership & Emotional Intelligence, Please call to schedule a complimentary and no obligation EQ-i exploratory session.

ehennessy@leadershipcall.com  
214-838-0098



*Thank you!*

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Emotional Intelligence

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