

Leading with Emotional Intelligence

PLA 2014 Pre-Conference
with Lauren Burnett

Takeaways

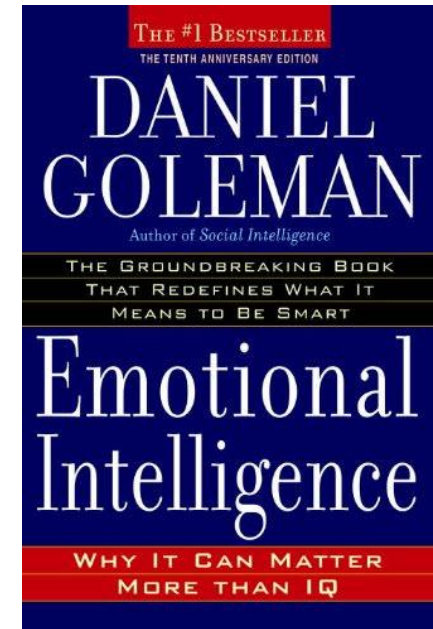
Emotional intelligence is not about “doing something,” but about “being someone”

75% of the reasons careers get derailed is due to inability to manage change, deal with people and handle conflict (Center for Creative Leadership)

El in a Minute (3 slides worth)

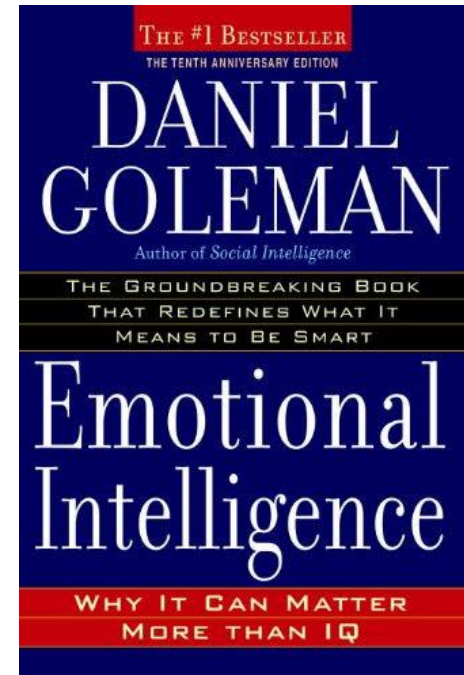
EI Defined

Managing feelings so that they are expressed *appropriately and effectively*, enabling people to work together smoothly toward their common goals.



Major EI Components

- Self-Awareness
- Self-Management
- Empathy
- Relationship Management



Self-Awareness



“Know Thyself” – inscription Temple of Apollo at Delphi

“Observe all men; thy self most.”

—Benjamin Franklin

Self-Management

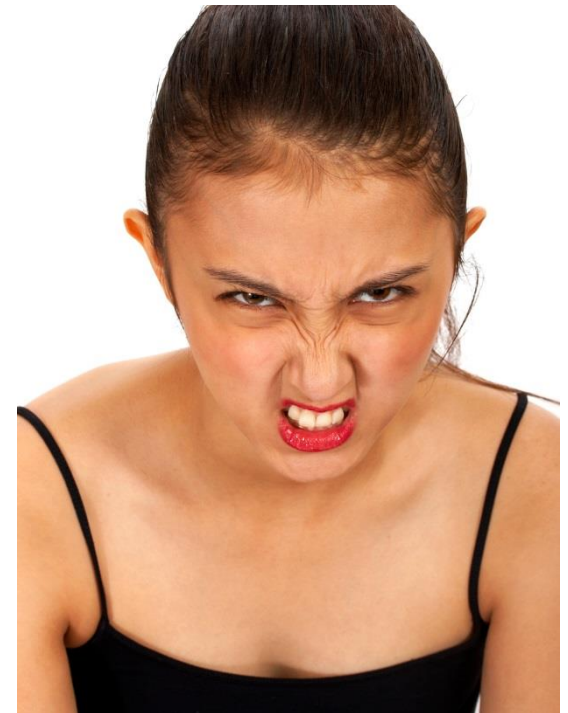
“Anyone can be angry – that is easy.

But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – that is not easy.”

– Aristotle

“Experience is not what happens to you; it's what you do with what happens to you.”

— Aldous Huxley

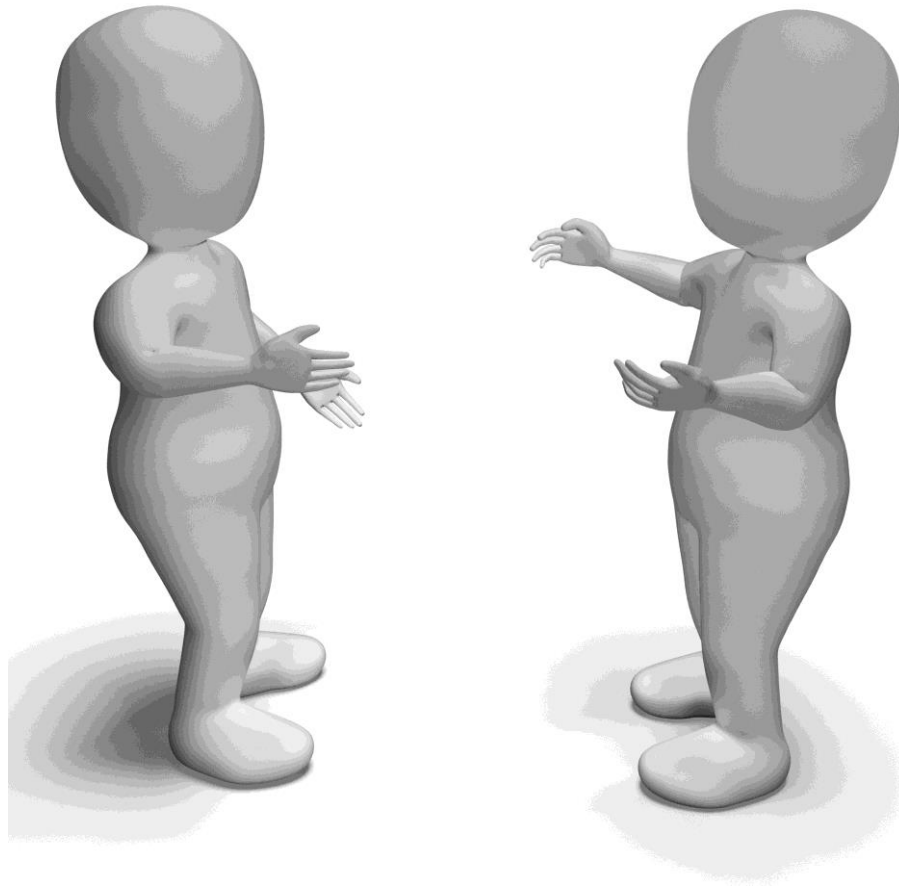


Empathy



Cognitive • Emotional • Empathic Concern

Relationship Management



Relationship Competencies

- Influence
- Inspirational leadership (vision)
- Developing others through feedback
- Change catalyst – recognize/support
- Conflict management
- Building bonds – create/maintain networks
- Teamwork and collaboration