

Leadership Webinar



Emotional Intelligence

PROJECTinsight[®]

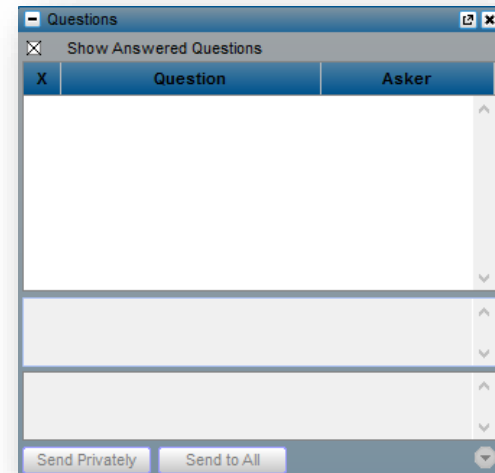
Project & Portfolio Management Software

Initiate Project Intelligence[®]

Things to Know...



- All participants will be on mute
- Questions are welcome
- Use the question box to ask questions
- May be valid for PDU credit under Education:
Online or Digital Media
- We do not mail out PDU certificates
 - Webinars and PDUs in Project Insight Community



Moderator



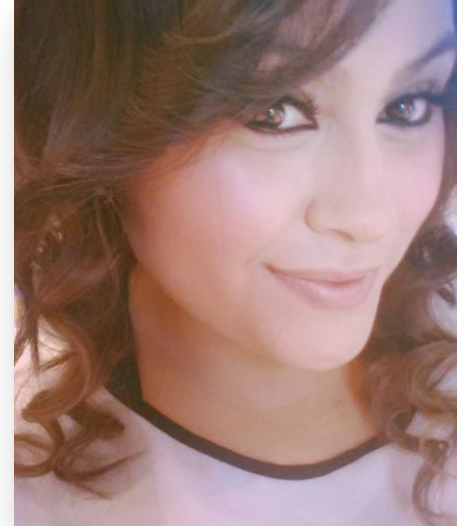
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Presenter



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Coach, Professional Speaker







- Examine Emotional Intelligence
- Understanding framework
- How to apply EI in business



Emotional intelligence (EI) or emotional quotient (EQ) is the capacity of individuals to recognize their own, and other people's emotions, to discriminate between different feelings and label them appropriately, and to use emotional information to guide thinking and behavior.



Business EQ Paradox



When you most need your Business Emotional Intelligence is generally when you have the least motivation and mental/physical resources.



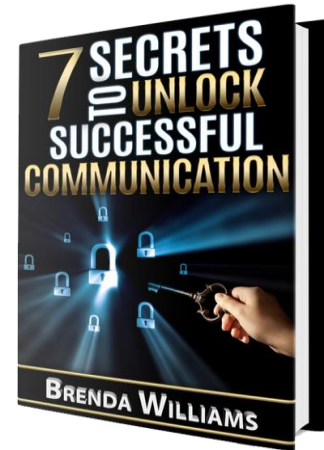
My Gift
To You

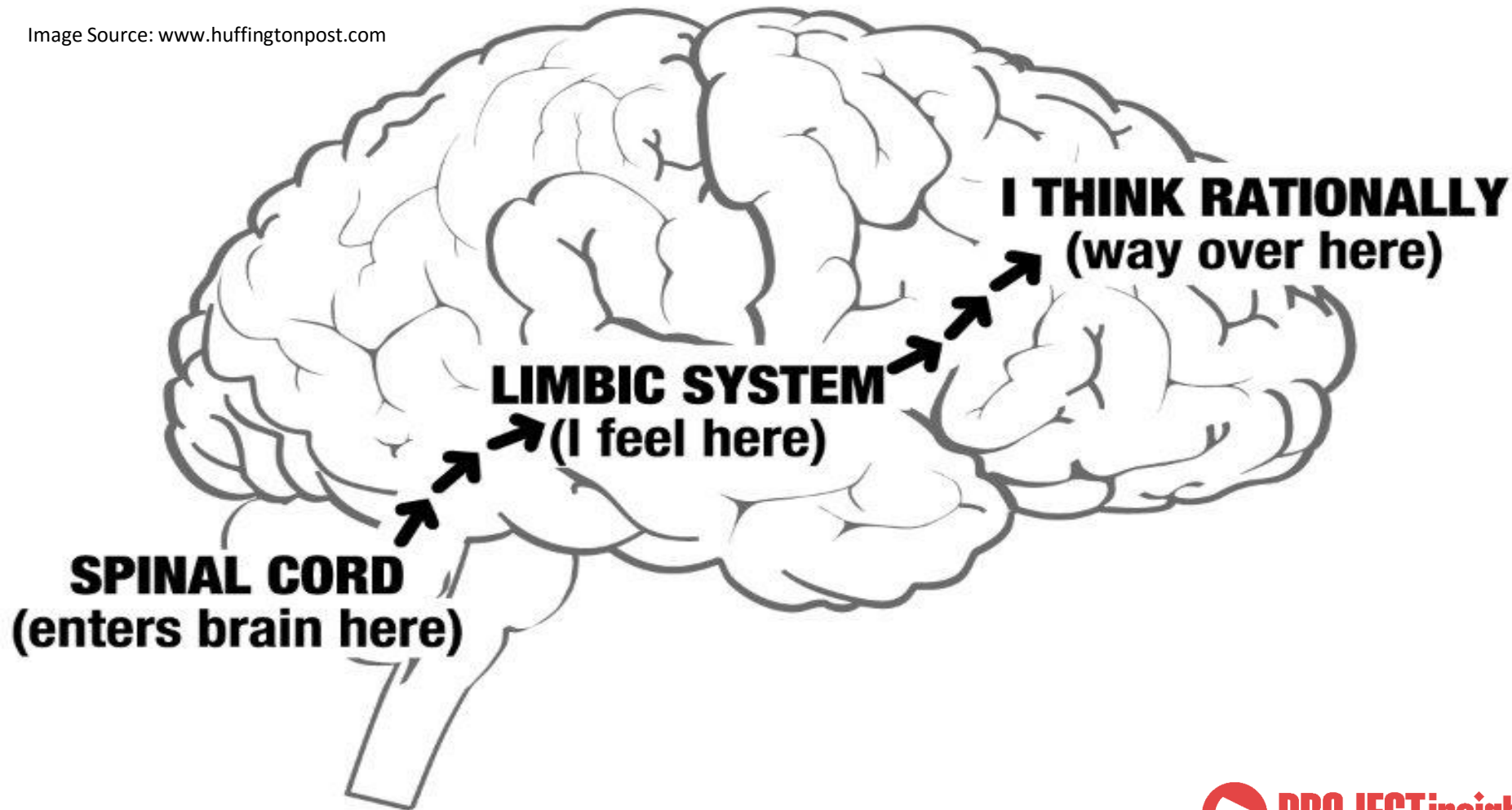


Guidebook and *Leadership Communication Program*

\$200 value

www.AcademyForLeadershipCommunication.com





How Often Do Emotions Play A Part In Your Business Success?



- 25%
- 50%
- 75%
- 100%



Emotional Framework



These EI competencies are not innate talents, but learned abilities, and each area has a unique contribution to your impact and effectiveness

What I See



Personal Competence

Self-Awareness

Self-Management

What I Do



Social Competence

Social Awareness

Relationship Management



Self-Awareness

Personal Emotional Intelligence



Self-awareness is the ability to accurately perceive your own emotions and motives across various situations.

Self-Management

Personal Emotional Intelligence



Self-control is the ability to effectively manage your emotions and behaviors.

What are your relationships like?



Relationship Management

Social Emotional Intelligence

Relationship management is the ability to inspire, influence and develop relationships with others.



Understand Your Triggers



Emotions

“Emotional Hijacking”

**Out-of-control
emotions
can make
smart people
act dumb**



Personal Competence Exercise



- Think about a situation where you were working outside of your comfort zone?
- How did you know you were working outside your comfort zone?
- How would others know you were working outside your comfort zone?
- Did being outside of your comfort zone affect your performance?

EVERYTHING you've
EVER WANTED, is ONE
STEP OUTSIDE your
COMFORT ZONE.

Social Competence Exercise



- Think about a situation where your (boss, peer or direct report) were working outside of their comfort zone?
- How did you know they were working outside of their comfort zone?
- How would others know you were working outside your comfort zone?
- Did this make a difference in how they worked with you?
- Did this make a difference in how you worked with them?



Business Emotional Intelligence



Decisiveness

Empathy

Motivation

Conscientiousness

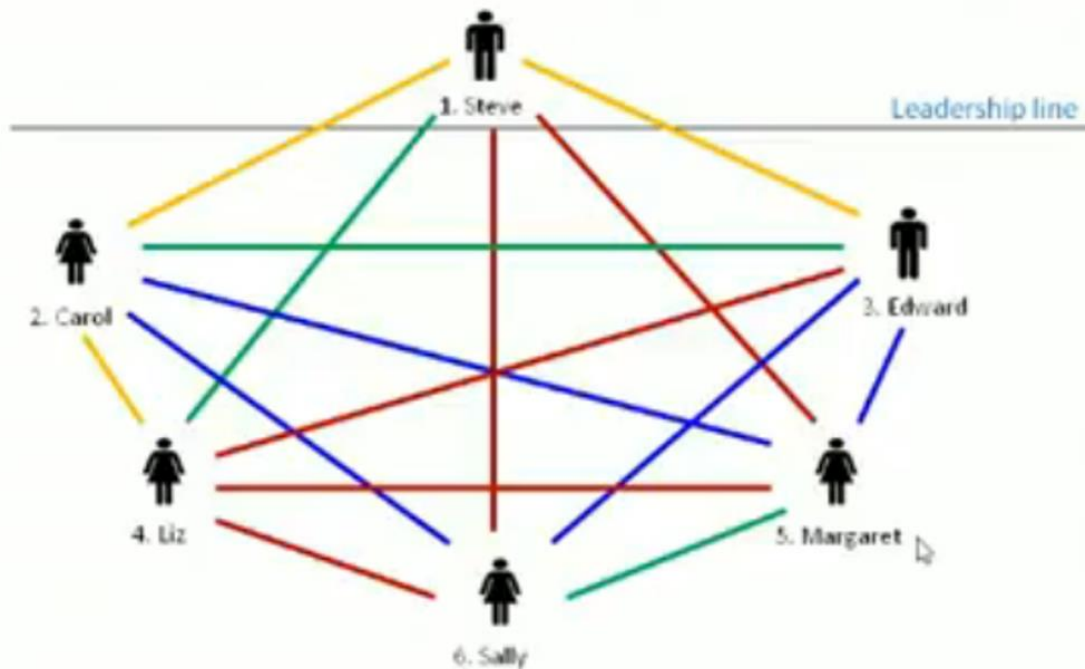
Influence

Stress Resilience

Adaptability


Self Awareness

What's The Team Impact On Decisiveness?



How do you rate yourself?





Decisiveness
Willingness to make decisions, the need for control and the level of comfort with decision making responsibility.

Is comfortable taking a lead from others, needs to consider all the options, likes to have sufficient time to evaluate the outcomes of the decision fully.

1 2 3 4 5 6 7 8 9 10

Likes taking on responsibility and being in control. Needs to get the decision made and is comfortable taking a stand on tough issues or unpopular decisions.

How About Your Peers/Employees?

Question For You:



How Is Emotional Intelligence Affecting Your Business?



Please share your answer in the chat box.

Relationship Management

- Communication
- Interpersonal Effectiveness
- Powerful Influencing Skills
- Conflict Management
- Inspirational Leadership
- Catalyzing Change
- Building Bonds
- Teamwork & Collaboration
- Coaching & Mentoring
- Building Trust



Sam's Story

Before

- Ready to Quit Job
- Teammates = Knuckleheads
- Obstacles & Problems
- Challenges
- Judgement
- Control
- Resistance
- Taking it Personally
- Not Listening
- Stress & Anxiety

After

- Change Agent
- Inspirational Leader
- Deeper Relationships
- Positive Energy
- Options & Solutions
- Understanding
- Accepting
- Appreciative
- Supportive
- Joy & Peace

What Difference Does Business EQ Make?



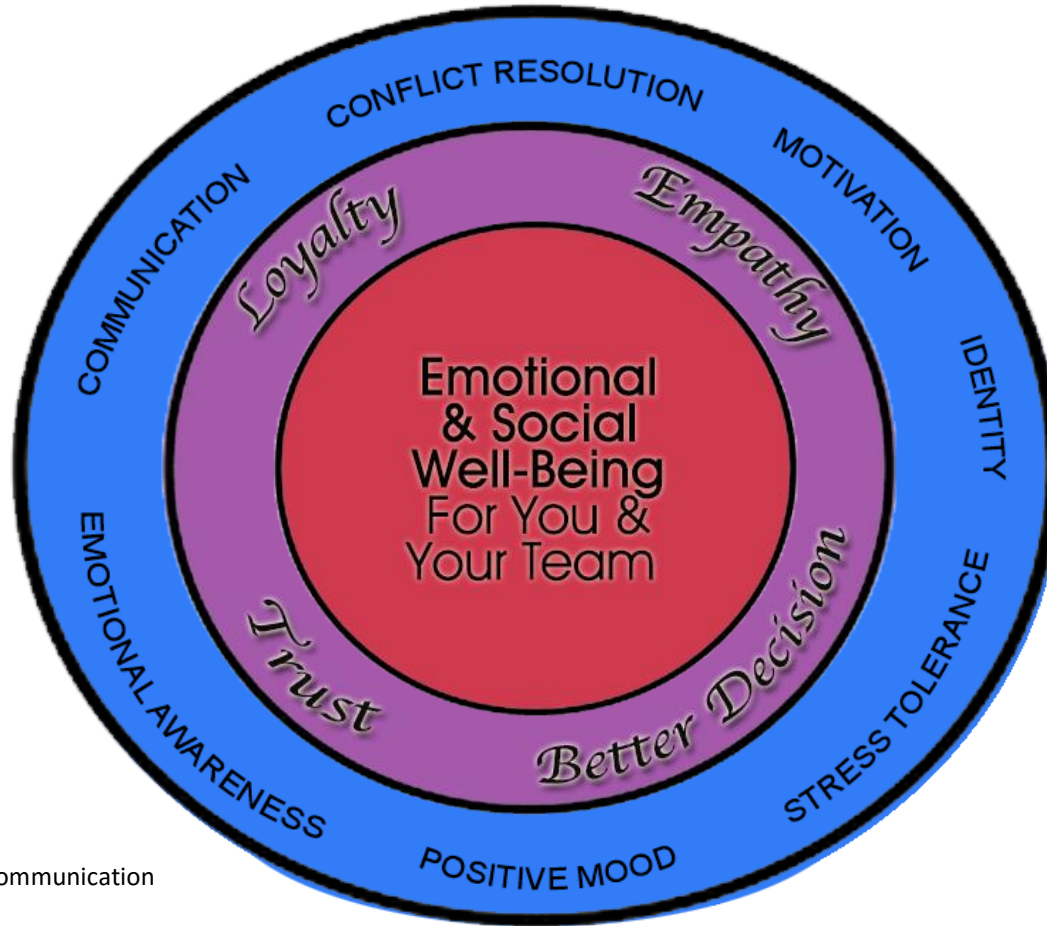
“Encouraged me to be **challenging** but not **judgmental**”

“Thought about how **what I say** and **do** directly **affects others**”

“Now **more sensitive** at picking up **cues** from others and try not to get **impatient** when they don’t behave in the **same way as me**”

“I’ve especially **become aware** of my **reactions** to **stressful situations**”

From Emotional Intelligence to Collaborative Intelligence A Team Model



Poll Question



Emotional Intelligence Plays A Big Part In Business Success





PRIVATE COACHING

One Hour Session

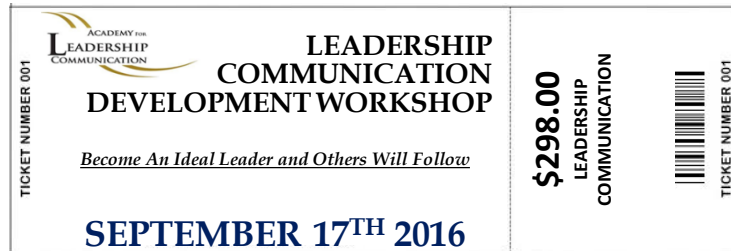
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- Challenge & Change Perceptions and Stories
- Engage, Connect and Build Powerful Relationships



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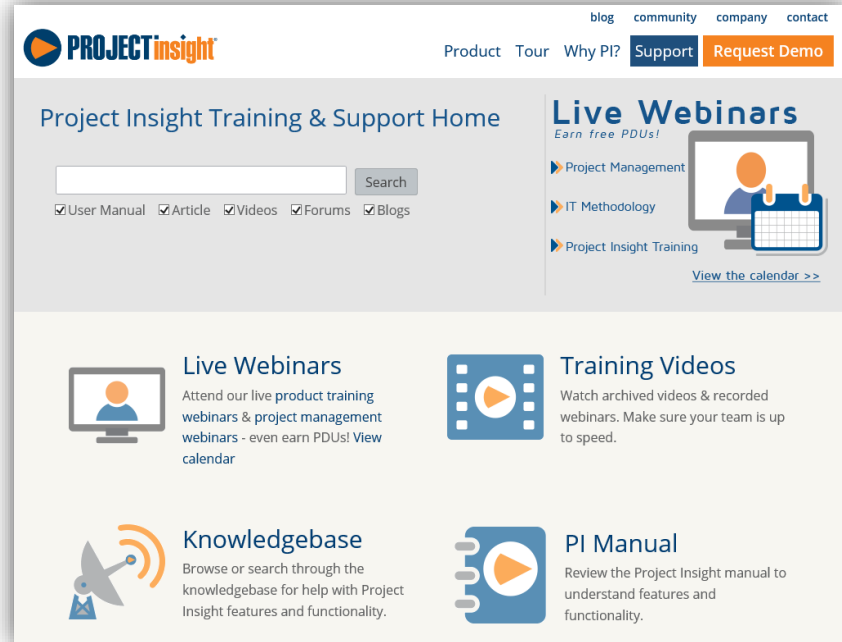
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