



An HRD* Leadership Development Program

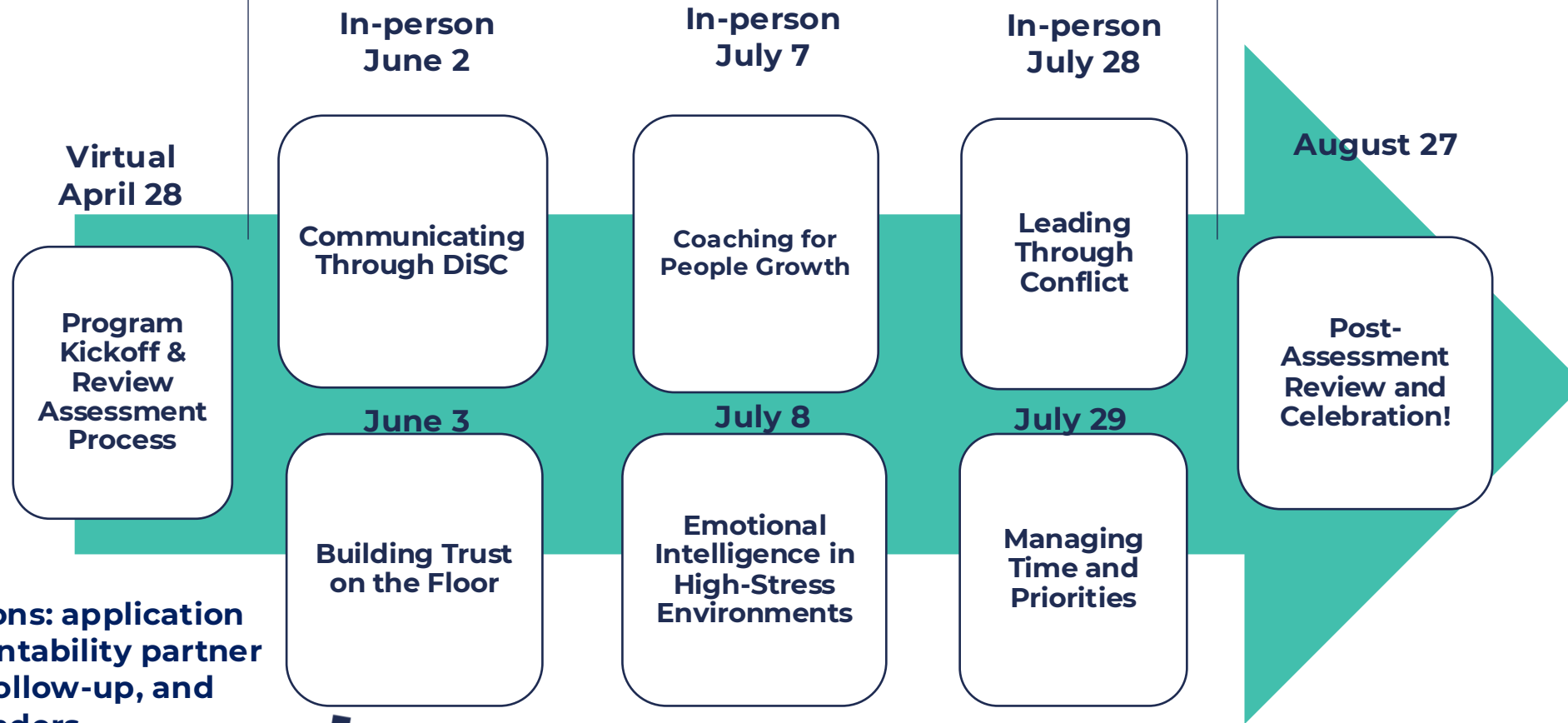
Emotional Intelligence

Floor-Leadership Essentials: Growth Experience

All sessions will be 10 am – 12 pm

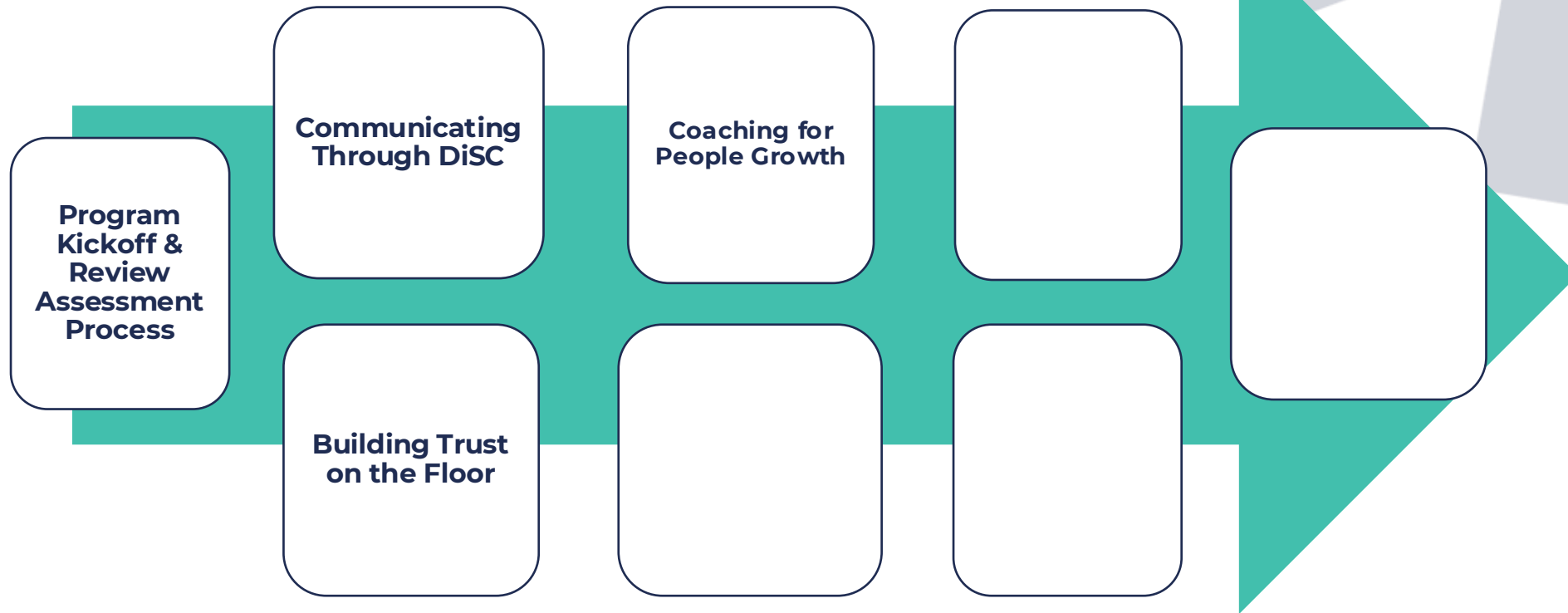
Pre-Self Assessment & DISC

Post-Self Assessment



Between Sessions: application exercises, accountability partner connection, follow-up, and reminders

Recap



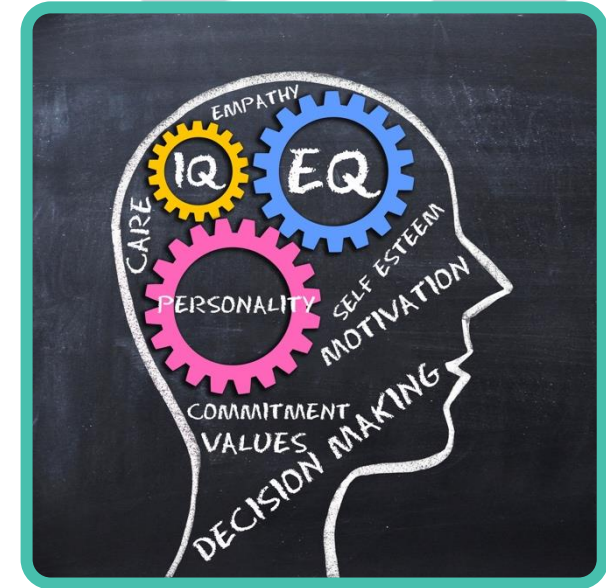
Today's Objectives



- Understand the four components of emotional intelligence.
- Learn practical emotional intelligence strategies for leadership.
- Apply emotional intelligence principles in real-life situations.

What is Emotional Intelligence?

Emotional Intelligence (EI) is the ability to **understand** and **manage** your own emotions, as well as **recognize** and **influence** the emotions of others.

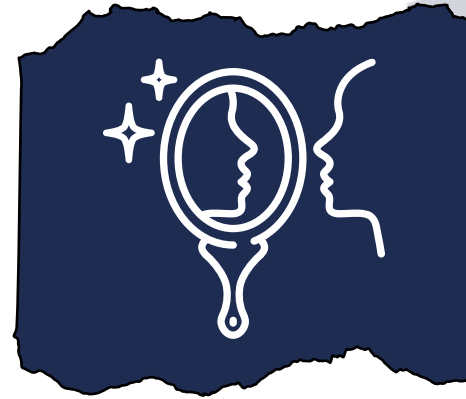


Why is EI Important in Leadership?



The 4 Components of EI

- 1 Self-Awareness
- 2 Self-Management
- 3 Relationship Awareness
- 4 Relationship Management



Self-Awareness – Knowing Yourself

Self-awareness is the ability to **recognize** and **understand** your own **emotions, thoughts,** and **behaviors,** as well as how they **impact others.**

It involves being conscious of your strengths, weaknesses, values, and emotional triggers.



Self-Management – Controlling Your Emotions

Self-management is the ability to **regulate emotions, control impulses, and respond to challenges with patience and wisdom.**

It enables you to stay calm under pressure, adapt to change, and handle difficult situations with grace.



Relationship Awareness – Understanding Others

Relationship awareness is the ability to **understand** and **empathize** with the **emotions, needs,** and **concerns** of others.

It involves recognizing social cues, being sensitive to different perspectives, and responding with compassion and wisdom.



Relationship Management – Strengthening Connections

Relationship management is the ability to **build** and **maintain healthy relationships** through effective **communication, empathy**, and **conflict resolution**.

It helps leaders foster trust, navigate difficult conversations, and create a supportive, united work environment.



EQ Assessment

EQ SELF ASSESSMENT

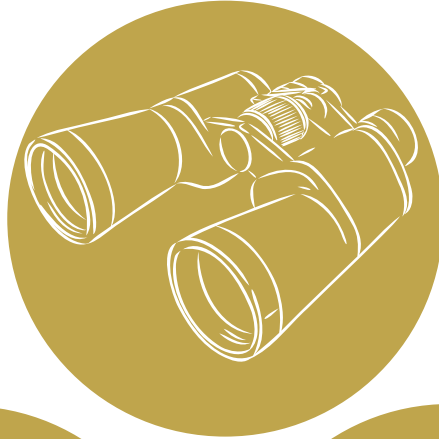
Score:

SELF-AWARENESS	
I am aware of my emotions as they are occurring and can name them.	
I accurately identify the triggers of my emotions.	
I am skilled at looking inside myself to understand what causes my emotional reaction.	
I have an accurate perception of the impact my emotional responses have on others.	
SELF-MANAGEMENT	
I believe my emotions can be managed.	
I take accountability for my emotional reactions.	
I can control my emotional impulses.	
I am skilled at managing my emotional reactions in healthy ways.	
RELATIONSHIP AWARENESS	
I am skilled at reading emotional cues from others.	
I can catch the 'mood of a room.'	
I am compassionate and empathetic.	
I am a great listener.	
RELATIONSHIP MANAGEMENT	
I demonstrate empathy toward others.	
I demonstrate vulnerability that builds trust.	
I can influence others' feelings in a positive way.	
I try not to judge people.	

- Rate yourself on each statement from 1 to 5:
 1 = Strongly Disagree
 2 = Disagree
 3 = Neutral
 4 = Agree
 5 = Strongly Agree
- Calculate your scores for each category.
- Discuss your results with your table group.



Tools for Increasing EI



8	Make It Happen
7	Find Solutions
6	Own it
5	Acknowledge Reality
4	Wait and Hope
3	The I can't Excuse
2	Blame Others
1	Unaware Unconscious

Tools for Increasing Self-awareness



Tools for Increasing Self-awareness



Practice Journaling

Capture moments when you get frustrated, defensive, or overly excited. Note: what happened, what you felt, and how you reacted. Look for patterns.

Tools for Increasing Self-awareness

Feedback Culture

Encourage peers to gently share when they notice a leader showing stress or excitement—giving leaders real-time feedback.

Tools for Increasing Self-awareness

Normalize Feelings at Work

Emotions are a key part of executing any tasks or projects.

Tools for Increasing Self-management

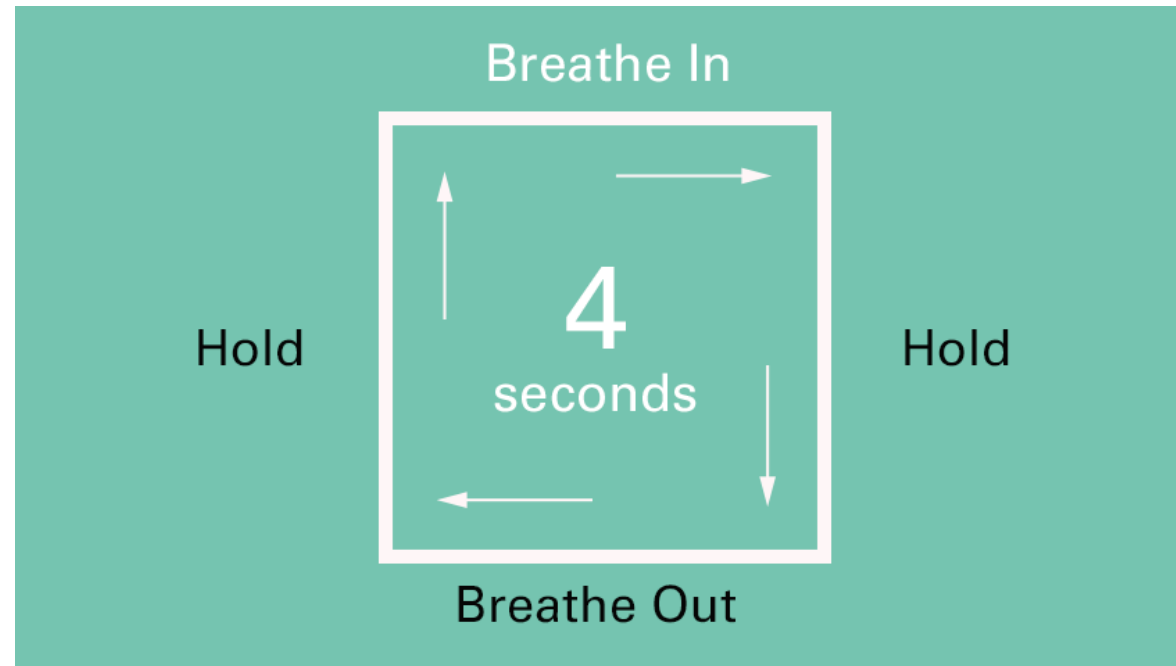


Pause – Breathe - Respond

Pausing creates distance between our initial response and a better response.

Tools for Increasing Self-management

Pause – Breathe - Respond



Tools for Increasing Self-management



Tools for Increasing Self-management



Tools for Increasing Self-management



Tools for Increasing Self-management



Respond, Don't React

In conflict, ask one clarifying question before making a statement. This slows the reaction cycle for everyone.

Tools for Increasing Relationship Awareness

Stay Curious

Train yourself to ask: “What might they be experiencing right now?” before judging someone’s behavior.

Tools for Increasing Relationship Awareness

Active Listening

Practice listening MORE than you speak. What's your speaking-to-listening ratio?

Tools for Increasing Relationship Management

Conflict Prep Sheet

- What outcome do I want?
- What might they want?
- Where could we find common ground?

Tools for Increasing Relationship Management

Balanced Feedback

8:1

Tools for Increasing Relationship Management

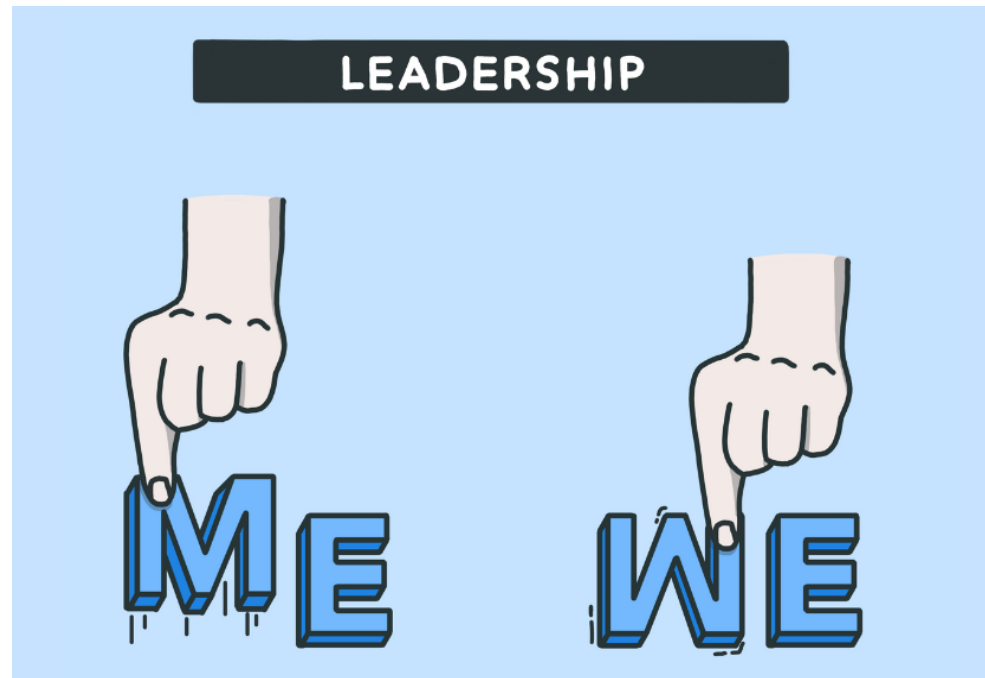


Trust Bank Account

Visualize every interaction as a deposit or withdrawal in trust. End each week by asking: “Did I make more deposits than withdrawals with my team?”

Tools for Increasing Relationship Management

We-Frame



Tools for Increasing EI



Scenario 1 - The Unreliable Team Member

You have an employee who frequently commits to deadlines in meetings but often delivers work late or not at all. The rest of the team is becoming frustrated and feels they can't rely on this person.

Tools for Increasing EI



Scenario 2 - The Silent Meeting Participant

In team meetings, one of your employees rarely speaks up. They do their job well but seem disengaged during group discussions. You're unsure if they're disinterested, intimidated, or simply more reserved.

Tools for Increasing EI



Scenario 3 - The Defensive Reaction

You provide feedback to an employee about an error in their work. Instead of acknowledging it, they become defensive, blaming external factors and insisting it wasn't their fault. The conversation grows tense.

Tools for Increasing EI



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Questions?



Mid-point Survey



Action Items

