

Leading with Emotional Intelligence



Course Length: 8 hours

The world is changing rapidly and becoming increasingly interconnected. Without mastering emotional intelligence –the ability to manage emotions in a positive way to build trust, communicate effectively, empathize, and overcome challenges – leadership success will be limited at best. A leader’s ability to cultivate productive relationships (intrapersonal, interpersonal, and social) and leverage the emotional capital in themselves and others is the foundation of leadership and organizational success in this environment.

Course Objectives:

After completing this course, participants will be able to:

- Explain the impact of beliefs and mindsets on motivation, attitude, and behavior
- Describe the neuroscience of emotion, behavior, and performance
- Explain the role of emotional intelligence in driving personal and leadership mastery
- Discuss the components of emotional intelligence and their importance
- Define the notion of self-differentiation in the context of groups
- Outline the characteristics of self-differentiation and their importance
- Explore other key intelligences (spiritual, collaborative, and cultural)

Course Agenda by Topics:

Module 1

- Why beliefs are critical in shaping our attitudes and behavior
- What is the role of brain in driving workplace behavior and performance
- Review The SCARF Model of Behavior : A brain-based model for collaborating with and influencing others
 - Status
 - Certainty
 - Autonomy
 - Relatedness
 - Fairness
- Delve into Emotional Intelligence
 - Self-Awareness - knowing one's emotions
 - Self-Management - being able to handle one's feelings
 - Motivation - being able to marshal one's emotions in pursuit of a goal
 - Empathy - understanding how others are feeling
 - Handling relationships - being able to handle and inspire emotions in others
 - Leveraging emotional in the workplace
- Explore self-differentiation: Defining the self within a group

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- Review other key intelligences to drive influence and success
 - Spiritual intelligence
 - Collaborative intelligence
 - Cultural intelligence

The participants in this course will learn key concepts and skills and behaviors to become more effective leaders and influencers. The development model used for this course is a process of learning (concepts and activities), reflecting, collaborating within small groups, sharing insights with class, and action planning for improving the organization. Key examples include the Color Personality test and the Minefield game used to improve emotional intelligence, self-awareness and effective communication under challenging scenarios.