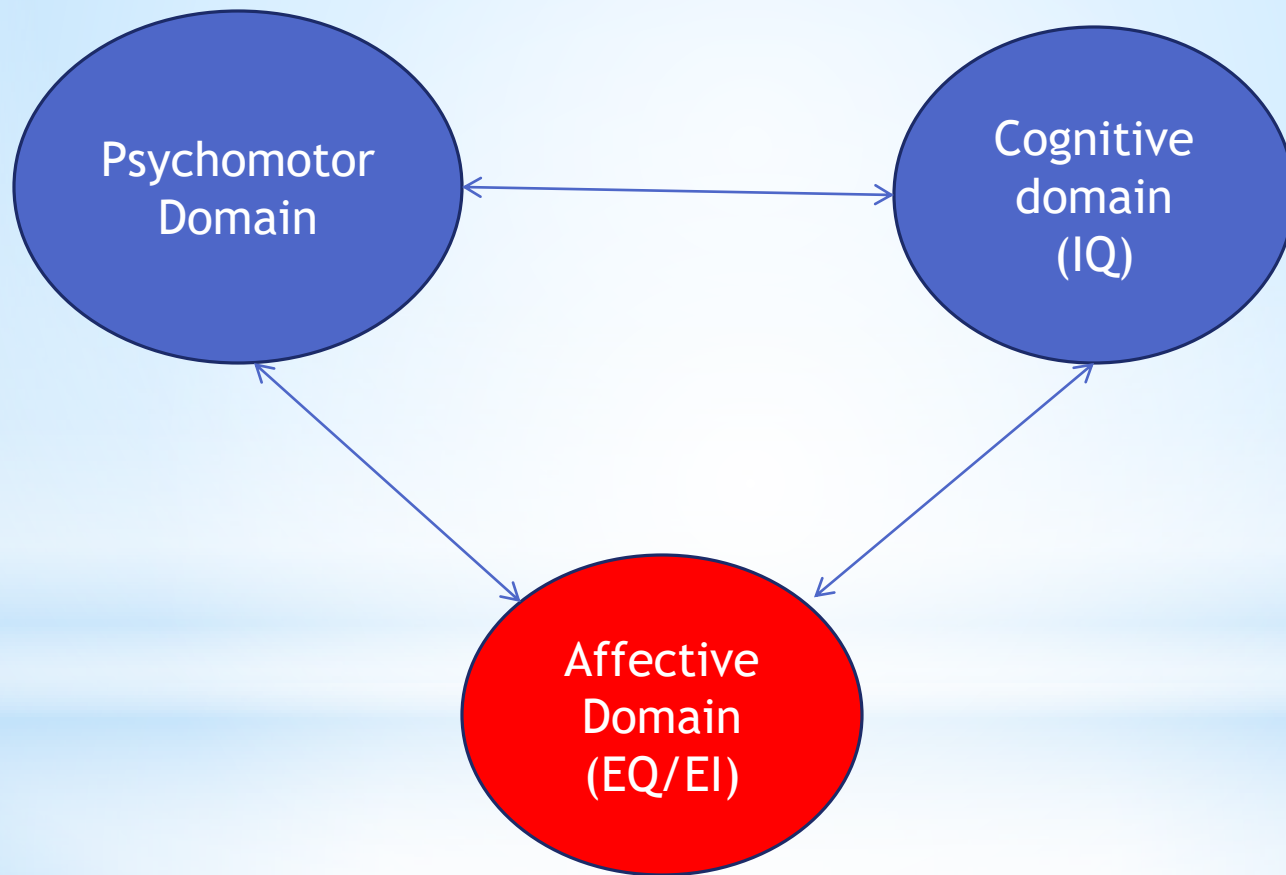


EMOTIONAL INTELLIGENCE DRIVEN LEADERSHIP

Dr. David Sergon, PhD

7/7/2017

HUMAN ARCHITECTURE



Emotional Intelligence Defined

“an array of non-cognitive capabilities, competencies and skills that influence one’s ability to succeed in coping with environmental demands and pressures”

— Reuven BarOn

“the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional meanings, and to reflectively regulate emotions in ways that promote emotional and intellectual growth”

— Salovey & Mayer

“the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships”

— Daniel Goleman

EI & Leadership?

How?

Did you know?

- EI has been associated with a total of 25 major skill areas that can influence your career and improve your workplace value.
- An individuals' success in work is 80% dependent on EI, while only 20% dependent on IQ.
- About 20% of the time is engaged in non-productive activities, 30% working alone and 50% interacting with other people.
- A US survey indicated that 50% of employees lack motivation to keep learning and improving in their job.

Did you know?

- More and more employers are complaining about the lack of social skills in new hires
- Four in ten are unable to work in teams with fellow employees
- 19% of those applying for entry-level jobs have enough self-discipline in their work habits.
- A large hospital reduced turnover of critical-care nurses from 65% to 15% within 18 months of using EI screening assessment.

Fact

Several surveys indicated that employers are looking for:

- Listening and oral communication
- Adaptability and creative responses to setbacks and obstacles
- Personal management, confidence, motivation to work towards goals, developing ones' career & taking pride in ones accomplishment.
- Group and interpersonal effectiveness, cooperation, teamwork, negotiation skills.
- Effective leadership

WHAT LEADERSHIP STANDS FOR...

- ◉ Listen twice as much as you speak.
- ◉ Encourage people to take risks
- ◉ Assess the facts before making a decision
- ◉ Demand accountability of yourself and others
- ◉ Expect people to do their best.
- ◉ Respect those "under" and "above" you...
- ◉ Solve problems with action
- ◉ Honour your word.
- ◉ Include others in the process.
- ◉ Praise publicly and correct them privately.



TEAMWORK!
WORKING TOGETHER GETS THE GOODS!

EI IN PERSPECTIVE

Self-Awareness

- Emotional Self-Awareness
- Accurate Self-Assessment
- Self-Confidence

Social Awareness

- Empathy
- Organisational Awareness
- Service Orientation

Self-Management

- Emotional Self-Control
- Transparency
- Adaptability
- Achievement Orientation
- Initiative
- Optimism

Relationship Management

- Developing Others
- Inspirational Leadership
- Change Catalyst
- Influence
- Conflict Management
- Teamwork & Collaboration



In a nutshell, EI

- Knowing your emotions
- Managing your emotions
- Motivating yourself & others
- Recognising emotion in others
- Handling relationships

What matters most is how
you see yourself



‘Rule your feelings, lest your feelings rule you’. - Publilius Syrus

QUALITIES OF LEADERS WITH HIGH EI

- Embrace work-life balance
- Empower others
- Focused
- Creative
- Good Listener
- Embrace dynamic & Positive volatility
- Not perfectionists
- Don't accept the first answer

Importance of EI

- Greater sales - Highly emotional salespersons outperform medium and low EI ones by 50%.
- Greater productivity -Employees with high EI are 20 times more productive than medium and low EI
- Stability of staff - Using EI assessment reduced labour turnover by 67%.
- Worker satisfaction - EI assessment done and staff matched appropriately
- Improved risk management -correlation between low EI and theft, accidents, wastage
- Amazing customer service - empathetic assessment
- Better organizational communication -47% more than less communicative firms

TWO VIEW POINTS ABOUT EQ

Traditionalists
say that emotions

- Distract us
- Increase our vulnerability
- Cloud our judgment
- Inhibit free flow of data
- Must be controlled

High performers
say that emotions

- Motivate us
- Increase our confidence
- Speed our analysis
- Build trust
- Provide vital feedback
- Must be managed



Remember.....

Leaders become great, not because of
their power, but because of their
ability to empower others.

~John Maxwell

As a transformative leader

- Watch your thoughts, they become your words
- Watch your **words**, they become your **actions**
- Watch your **actions**, they become your **habits**
- Watch your **habits**, they become your **character**
- Watch your **character**, it becomes your **destiny**.

- Lao Tze

Thank you & God Bless