

Managing and Leading with Emotional Intelligence

Course Summary

Description

Every day Supervisors and Managers at all levels are challenged to produce results through the effective management of processes and the leadership of others. It is critical to recognize that people bring both their minds and their emotions to work and the reality is that emotions drive performance. The research is clear—leaders who have higher levels of emotional intelligence create positive work environments, generate higher levels of employee engagement, deliver higher performance, manage change better and experience less work-based stress.

Emotional Intelligence (EQ) is the single most important leadership competency in the contemporary workplace!

This program explores the basic theory and practice of emotional intelligence and quickly moves on to the application of EQ to a wide range of management and leadership issues.

Topics

- The theory of EQ—concept, model, applications
- Neuro science and EQ
- EQ and leadership success—case studies
- A social-technical model of the workplace
- Why engagement is a leadership issue—not an HR issue
- Social and motivational factors in performance
- Critical leadership EQ competencies
- Self-assessment and optional data interpretation
- Open discussion of the challenges in developing EQ skills, attitudes and behaviours
- Personal Action Planning
- Becoming an “Authentic” Leader—Harvard research
- Signalling and modelling as EQ skills
- Emotional intelligence in:
 - Recruiting
 - Motivation
 - Team building
 - Performance management
 - Change management
 - Conflict resolution
 - Career management
- TAKE AWAY—10 specific actions to activate your leadership EQ—a 20-day program

Prerequisites

This course can be taken as a stand-alone program or it can build on our basic EQ program—Personal Effectiveness Through Emotional Intelligence.

Duration

Two days