

EITC



Emotional Intelligence and Leader Performance Webinar

Brought to you by



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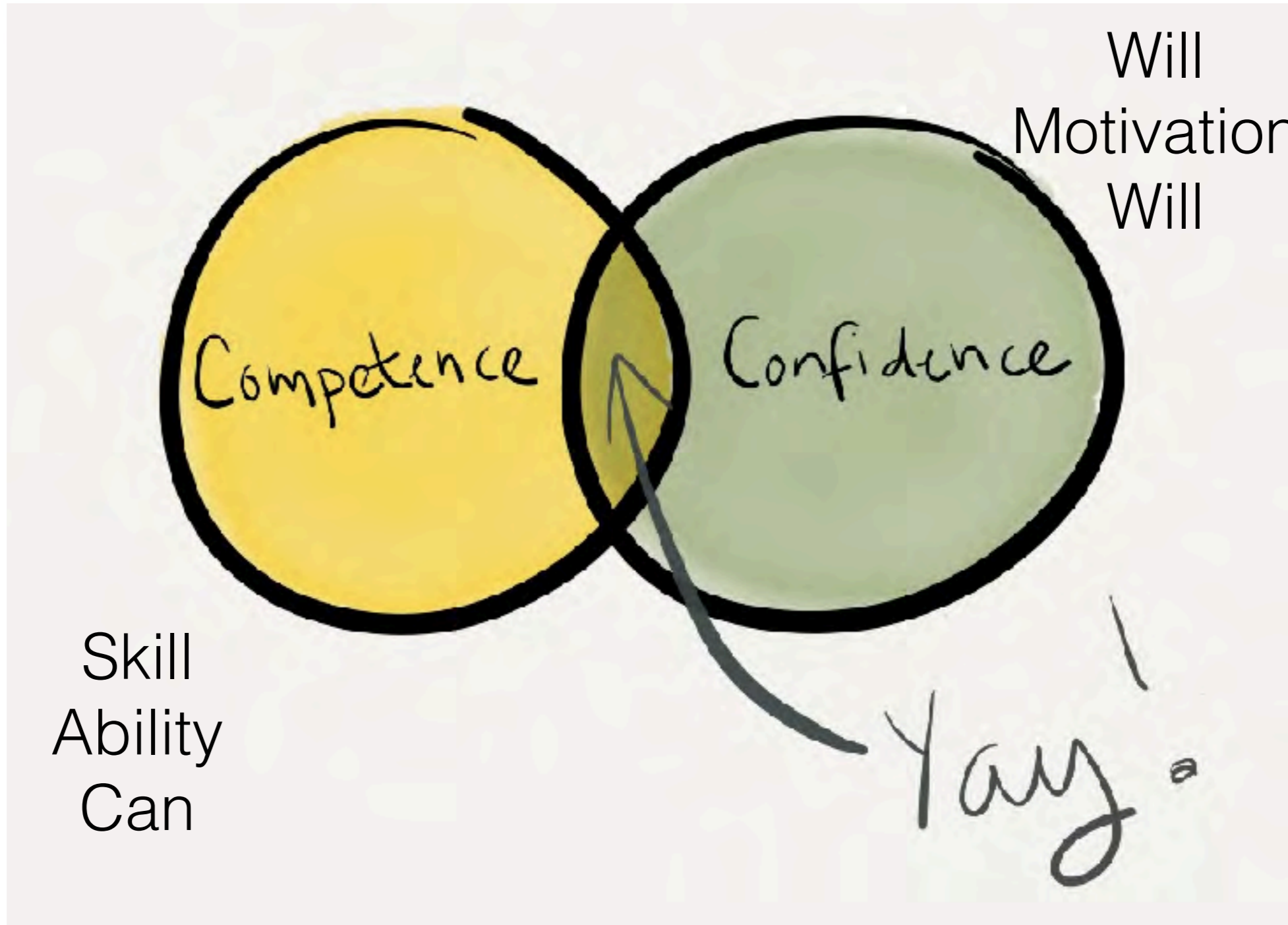
Agenda

1. Thinking about Performance
2. Leader Performance & Why it Matters
3. Emotional Intelligence & Why it Matters
4. EI model to improve Leader Performance
5. Summary





Thinking about Performance





Leadership is Evolving

Traditional/Historical Workplace	Contemporary/Future Workplace
Dominance	Partnership
Power 'Over'	Empowerment
Compliance – task focused	Creativity – results focused
Following orders	Engaged in work
One Way Communication	Dialogue
Hierarchy	Collaborative
Limited	Unlimited
Simple	Complex - requires enhanced skills



The Encyclopedia of Applied Psychology

1. Bar-On, 1985 - coined the term “EQ”, created the Emotional Quotient Inventory (EQ-i, 1997)
2. *Mayer & Salovey, 1990 - how the brain processes emotions and emotional information (Perceive, Use, Understand, and Manage) (MSCEIT, 2002)
3. Goleman, 1995 - 4 quadrant model of “emotional competence” (Self and Social Awareness, Self-Management, Relationship Management) (ESCI, 1998)







Overview
Total EI



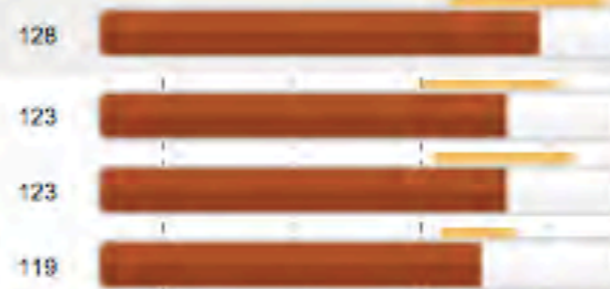
Self-Perception Composite

- Self-Regard
Respecting oneself; Confidence
- Self-Actualization
Pursuit of meaning; Self-improvement
- Emotional Self-Awareness
Understanding own emotions



Self-Expression Composite

- Emotional Expression
Constructive expression of emotions
- Assertiveness
Communicating feelings, beliefs; Non-offensive
- Independence
Self-directed; Free from emotional dependency



Interpersonal Composite

- Interpersonal Relationships
Mutually satisfying relationships
- Empathy
Understanding, appreciating how others feel
- Social Responsibility
Social consciousness; Helpful



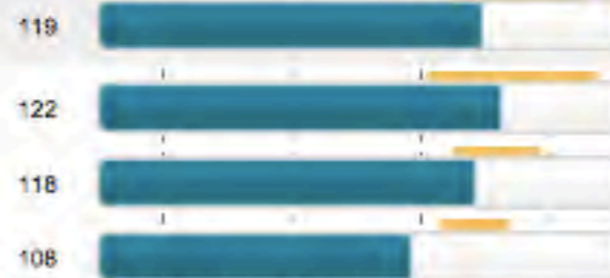
Decision Making Composite

- Problem Solving
Find solutions when emotions are involved
- Reality Testing
Objective; See things as they really are
- Impulse Control
Resist or delay impulse to act



Stress Management Composite

- Flexibility
Adapting emotions, thoughts and behaviors
- Stress Tolerance
Coping with stressful situations
- Optimism
Positive attitude and outlook on life



70 90 100 110 130
Low Range Mid Range High Range



EQ-i^{2.0}

assess. predict. perform.

Welcome to a new way of examining your emotional intelligence (EI) skills! You will find this report has many unique features linking EI and leadership development. These features provide you with a snapshot of how your EI compares to that of other leaders and insight into your leadership strengths and potential areas for development. This report examines your results on the EQ-i 2.0 through four key dimensions of leadership:

Authenticity	Coaching	Insight	Innovation
An authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.	A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.	A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.	An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.



Summary

More than half of performance is emotional.

Leaders (and Leadership) determine organizational effectiveness.

Moving toward a more collaborative environment where the skills of Emotional Intelligence are critical.

One of the most effective models for leadership development is the MHS Model of EI based the work of Dr. Reuven Bar-On.



EITC



Thank you!

Watch for a follow up email from us:

How to work with us

Next EQ-i 2.0/EQ360 Certification Course

Next Mastering EI Competencies Course

Next Heart & Science of Women's Leadership

How to take the EQ-i 2.0 or EQ360

\$100 Off Coupon for one of the above

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