

LEADERSHIP SERIES 3:



Empowering Your EMOTIONAL INTELLIGENCE in a Digital World: EI – The New Science of Leadership

Why is Developing Your EI Important?

Perhaps answering the question “What is emotional intelligence?” will help us to understand why developing your emotional intelligence is important. Emotional intelligence has been defined as *using your emotions intelligently to gain the performance you wish to see within yourself and to achieve interpersonal effectiveness with others.* The definition itself provides us with the reason. So if I desire to achieve my goals in life and have effective relationships, then developing my emotional intelligence is important.



But how do we know that the definition isn't self-serving? According to Daniel Goleman (1998), who has conducted studies in more than 200 large companies: “The research shows that for jobs of all kinds, *emotional intelligence is twice as important* an ingredient of outstanding performance as ability and technical skill combined. The higher you go in the organization, the more important these qualities are for success. When it comes to leadership, they are almost everything.”

In many ways, our simple definition doesn't say enough. Emotional intelligence works more like a construct, a comprehensive model that is used to understand how cognitions and emotions impact both personal and interpersonal behaviors. If you are emotionally intelligent, then you are self-aware, you know yourself well, you know your strengths, and you are clear about what you need to develop. You manage impulsive, unpleasant, and disruptive emotions that often lead to unwanted behaviors. You also know how to tap into self-motivating emotions such as confidence, passion, enthusiasm, desire, happiness, and anticipation. You understand other people, how to influence people, how to lead people through times of change, how to handle conflict, and how to build high-performance teams.

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Emotional intelligence, then, is the **X-factor** that separates those who are successful at managing their emotional energy and navigating through life from those who find themselves in emotional wreckage, derailed, and sometimes even disqualified from the path to success. It is important to develop because it separates those who know themselves well and take personal responsibility for their actions from those who lack self-awareness and repeat the same mistakes. It separates those who can manage their emotions and motivate themselves from those who are overwhelmed by their emotions and let their emotional impulses control their behaviors. It separates those who are good at connecting with others and creating positive relationships from those who seem insensitive and uncaring. Finally, it is important to develop because it separates those who build rapport, have influence, and collaborate effectively with others from those who are demanding, lack empathy, and are therefore difficult to work with.

Developing emotional intelligence is a lifelong journey. The workshop agendas, activities, and resources are designed to help your workforce better understand themselves and others so that they can build rapport, lead change, handle conflict, and collaborate effectively.

Two-Day Workshop Objectives



By the end of Day One of the two-day workshop, participants will be able to

- Understand the four-domain model of emotional intelligence and the 18 competencies that support the four domains
- Explore the connection between emotional intelligence and leadership
- Describe the difference between resonant and dissonant leadership
- Define six styles of leadership and how they relate to resonant leadership
- Identify which competencies they need to develop to effectively lead others
- Learn basic tools for developing the emotional competencies that support the *visionary* leadership style
- Learn basic tools for developing the emotional competencies that support the *coaching* leadership style.

By the end of Day Two of the two-day workshop, participants will be able to

- Explore a model for deciding how to apply leadership styles to different situations
- Learn basic tools for developing the emotional competencies that support the *affiliative* leadership style
- Manage unconscious bias and create a culture that respects diversity and inclusion
- Develop strategies for creating a motivating and engaged culture
- Learn basic tools for developing the emotional competencies that support the *democratic* leadership style
- Identify strategies for win-win collaboration and team decision-making.

Reference: This program is based on the ATD (Association for Talent Development) Workshop Series – Emotional Intelligence Training by Karl Mulle

** One-day and half-day workshops are also available.*

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