

Leadership Via Emotional Intelligence

Duration 5 Days

Introduction

Recent trends in management have indicated that senior managers are not defined by their IQ's or even their job skills, but by their "Emotional Intelligence" which is a powerful tool to effective leadership: that is a set of competencies that distinguishes how people manage feelings, motivate their staff, understand the behaviour of human resources, develop their interpersonal skills, creativity and communication with others. Unlike IQ, Emotional Intelligence Quotient (EQ), continues to develop with life experiences. Understanding and raising your Emotional Intelligence is essential to your success in management and leadership potential. EQ is the indicator of management excellence on virtually any job. In contrast to managing technology, managing people is about managing feelings, attitudes, cultures and emotions.

Who Should Attend?.

Managers, team leaders, supervisors and any staff who want to maximise their positive impact on others through effective interpersonal skills. Human resource and training professionals will be interested in this seminar for both the course content and the training methodology.

Course Objectives

By the end of this course participants will be able to:

- ↳ Develop the ability to perceive, understand and effectively apply emotions as a source of human energy, information and influence
- ↳ Know thyself in order to know others
- ↳ Gain insights into perceptions and its importance in the workplace
- ↳ Monitor and adapt emotions and behaviours for your benefit and the benefit of the team and the department
- ↳ Have a positive influence on the emotions and motivation of others
- ↳ Understand how their emotional intelligence influences the way they respond to teams and themselves as team leaders.
- ↳ Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks

- ↳ Develop skills in managing conflict and handling difficult people
- ↳ To understand the personal attitude, behaviours and skills needed for personal success
- ↳ Improve communication between team members Learn to respond appropriately to feelings in ourselves & others Cultivate the ability to manage relationships & build networks

Course Outline:

1. Know yourself in order to know others

- 1.1. Introduction to personality
- 1.2. A model of personality types and behavioural types
- 1.3. Your own personality type with advantages and disadvantages in varying circumstances
- 1.4. The implications for personal and organisational success

2. What is Emotional Intelligence?

- 2.1. What is Emotional Intelligence Quotient (EQ)
- 2.2. Intrapersonal & Interpersonal skills
- 2.3. Emotional Intelligence in the workplace
- 2.4. Your emotional intelligence style
- 2.5. Emotional Intelligence for Innovative Teamwork
- 2.6. Removing blocks to innovative teamwork through EQ
- 2.7. Developing self-awareness for teamwork

3. introduction to competencies

- 3.1. What are competences?
- 3.2. Differences between skills and competences
- 3.3. How are competences used in an organisational context?
- 3.4. Emotional intelligence
- 3.5. The three ego states
- 3.6. Group dynamics
- 3.7. Leadership & Emotional Intelligence

4. How the mind works

- 4.1. The brain, personality & behaviour
- 4.2. Right brain and left brain activities
- 4.3. Effects of the traditional educational system
- 4.4. Adaptors & innovators explained
- 4.5. Theories of creativity

5. Psychology of leadership

- 5.1.The human resource environment
- 5.2.What actually is EQ
- 5.3.Management versus leadership – a world of difference
- 5.4.Leadership styles
- 5.5.6 key principles of emotionally intelligent leaders
- 5.6.Practical application of motivational theory
- 5.7.Maslow & Herzberg
- 5.8.Expectancy Theory – maximising performance
- 5.9.Stephen Covey’s ‘Effective’ and ‘Ineffective’ leaders

6. EQ practices for innovative teamwork

- 6.1.EQ adaptability & innovative skills
- 6.2.Developing EQ competencies for effective teamwork
- 6.3.Empathy for innovative teamwork
- 6.4.EQ adaptability & innovative skills
- 6.5.Service orientation: anticipating and meeting customers’ needs
- 6.6.Practical application of motivational theory
- 6.7.Innovative Leadership to enhance teamwork
- 6.8.EQ Flexibility in planning and managing change
- 6.9.Leadership & Emotional Intelligence

7. Effective Communication

- 7.1.Communication exercises
- 7.2.Experiences in good and poor communications
- 7.3.The Communication Process
- 7.4.A communication model
- 7.5.Barrier to effective communication
- 7.6.Communication and stress
- 7.7.Decoding, interpreting & re-encoding process
- 7.8.Power of active listening for the EI leader

8. Managing a meeting, decision making & handling conflict

- 8.1.Conducting effective meetings (Chairman, organiser and participant)
- 8.2.Mechanics of a meeting
- 8.3.Listening, discussing and decision taking
- 8.4.Motivation and involvement
- 8.5.The emotional process
- 8.6.Conflict avoidance
- 8.7.The three ‘c’s’

- 8.8. Problems at meetings
- 8.9. Handling difficult and disruptive behaviours
- 8.10. Tips for effective meetings

9. Self-managed team working

- 9.1. Belbin's Team Roles
- 9.2. Assessing your own team role
- 9.3. Why some teams succeed and other fail
- 9.4. Individual needs and aims and team objectives
- 9.5. Video, Team Roles
- 9.6. Leadership & Emotional Intelligence

10. scorecard and other management tools

- 10.1. The Balanced Scorecard
- 10.2. Business and individual performance
- 10.3. 4 kinds of measurements
- 10.4. SWOT, PEST, Boston & Ansoff and Benchmarking
- 10.5. SMART objectives
- 10.6. Career planning using EI
- 10.7. Personal Development Plans

11. Review and personal action planning

- 11.1. Review of topics covered
- 11.2. Preparation of individual action plans
- 11.3. Short individual presentation of topics covered on a personal
- 11.4. basis – all participating
- 11.5. Leadership and Emotional Intelligence
- 11.6. Program evaluation and close
- 11.7. Leadership & Emotional Intelligence