

Emotional Intelligence (EI)



The importance of EI

Emotional Intelligence is a critical component of effective interactions and communications. It underpins successful leadership, and the development of high performing individuals and teams. The ability to monitor and manage one's own emotions, combined with the ability to appropriately respond to and influence the emotions of others, is central to motivating and inspiring outstanding performance in others and ourselves.

Emotional intelligence is critical to success as:

- ▶ High performance leaders possess emotional intelligence skills and attributes that separate them from other leaders
- ▶ Research has established the link between high levels of emotional intelligence and high performance
- ▶ Research has also shown that high performing organisations have a higher percentage of emotionally intelligent leaders
- ▶ Thought devoid of emotions results in less effective decision making.

Program information

This is a one day program. This program introduces the concept of emotional intelligence, with consideration of how outstanding leadership and performance requires both EI and IQ capability. Definitions of EI are provided, with participants challenged to consider their current levels of emotional intelligence, and therefore, ability to appropriately respond to emotional cues. The program is highly interactive and includes individual and group exercises and extensive opportunity for the practice and reinforcement of skills and concepts introduced.

Program content

Defining emotional intelligence

- ▶ Definition of emotional intelligence and its impact on highly effective performance
- ▶ Understanding the different theories and models of emotional intelligence
- ▶ The link between emotional intelligence, improved leadership

Awareness of own emotional intelligence

- ▶ Review of different 'categories' of emotional intelligence
- ▶ Consideration of participants' level of emotional intelligence
- ▶ Understanding the advantages of being emotionally intelligent.

Developing emotional intelligence

- ▶ Developing self awareness and awareness of the environment
- ▶ Valuing emotions as a source of information and energy
- ▶ Reading emotional cues
- ▶ Dealing with emotional situations intelligently - dealing with difficult emotional situations using empathy based, non-accusatory and constructive styles.

Emotionally intelligent attributes of a successful leader

- ▶ Key interpersonal attributes
- ▶ The strengths of the emotionally intelligent leader
- ▶ How emotional intelligence helps meet the demands of leadership.

Emotional intelligence and situational leadership theory

- ▶ Directive and supportive leadership based on an emotionally intelligent response
- ▶ Adopting a leadership style to suit the dynamic of the 'situation' and participants
- ▶ The need for emotional intelligence to understand the motivators, drivers and obstacles of others to facilitate targeted and appropriate leadership strategies.

Developing an action plan

- ▶ Devising a plan on how to improve communications and interactions given the concept of emotional intelligence
- ▶ What needs to change? What needs to be said/addressed/clarified? Are the emotional aspects of our interactions understood?

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