


**Emotional Intelligence  
for Leaders  
in a Competitive Landscape**

**the Asia IHRD Congress**  
The Learning Partnership: Global Practice, Asian Experience  
International Conference & Exhibition

with David Cory, M.A.



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**Around the World with  
Emotional Intelligence**



Port of Spain, Trinidad    Dubai, UAE    Shanghai, China  
Aruba    Zurich, Switzerland    Lagos, Nigeria



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**Why do this?**



- For YOU
- For your TEAM
- Be a better LEADER
- Make your work/life easier, more efficient, more effective and more enjoyable
- Competitive advantage?



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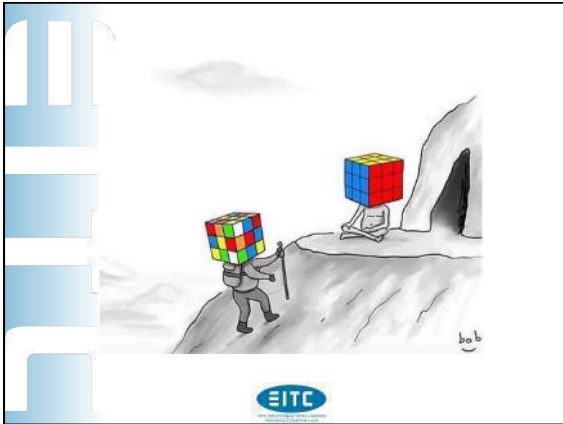
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### Connect with Colleagues

- Emotions are biochemical reactions to stimuli.
  - What is it about your work that you are most proud of?



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### Best Leader/Worst Leader Exercise



Best or Worst	
Qualities	Impact
e.g. -uses humour	- makes it fun

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### A New Definition of Leadership...



...the **choice** to be a part of the **solution**, because if you do not **choose** to be part of the **solution**, you **choose** to be part of the **problem**.



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## Self-Regard



The ability to accept yourself just the way you are and have self-confidence.

Goal: Feel confident and competent enough to achieve your goals



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## Self-Actualization

The ability to live a life of meaning, purpose and fulfillment.



Goal: Do more of what has purpose and meaning for you.



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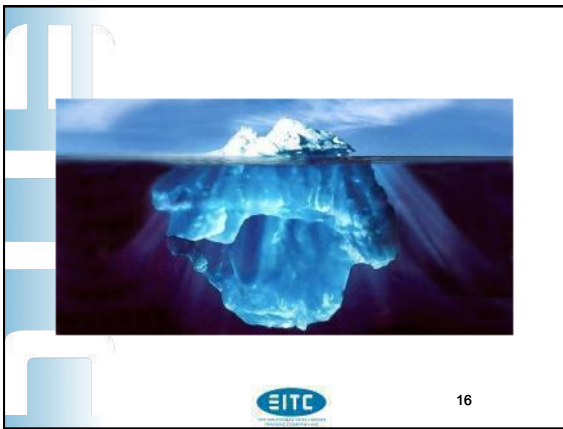
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## Emotional Self-Awareness

The ability to be "in touch" with your emotions.



Goal: to have access to this wealth of information about your reactions to your environment.



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## Emotional Expression

- Openly expressing one's feelings verbally and non-verbally.

Goal: Share what's going on 'beneath your surface'



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## Emotion Exercise

1. Tell your partner about a time when you felt the emotion at work (if you can't think of a work example, think of a personal example).
2. What was the 'sensation'? e.g. temperature, colour, etc.
3. How did it get expressed (verbal or actions)?



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**Pain is inevitable.  
Suffering is optional.**



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# Assertiveness

The ability to say what you need to say.

Goal: to be heard

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# The ABCD's of Assertiveness

1. "I feel...A" ("what is your emotional reaction?")
2. "Because of...B" (make the connection to the stimulus or trigger)
3. "What I'd like is ...C" (what would you like instead?)
4. "How do you feel about this?" Invite Dialogue

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# Independence

The ability to do things on your own, without needing others.

Goal: to not be dependent - dependence is limiting

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# Interpersonal Relationship

The ability to have meaningful relationships with others.



Goal: connection



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*If you really knew me, you'd know that...*



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“When dealing with people, remember that you are not dealing with creatures of logic, but with creatures of emotion.”

Dale Carnegie, author



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## Empathy

The ability to pay attention to what's 'going on' for others – what they're feeling.

Goal: others feel heard and understood

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## Empathy Steps

1. Notice
2. Acknowledge. e.g. "It looks like something might be bothering you."
3. Enquire, e.g. "Would you like to talk about it?"
4. Demonstrate Compassion, e.g. "Wow, that must really be difficult." "Thank you for telling me."
5. Offer Assistance, e.g. "How can I help?" "Would it be helpful if ...?" (concrete suggestion)

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## What Not to Say

1. "I know how you feel."
2. "It will be okay."
3. "There, there, don't cry."
4. "Cheer up."
5. "You'll have to put that aside for now."
6. "Come on now, be brave."
7. "Don't feel that way."
8. "At least, other things are going well."
9. "Keep a stiff upper lip."
10. "The same thing happened to me once."



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## Social Responsibility

The ability to give back.



Goal: help others  
Side benefit: help yourself



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## Problem Solving

The ability to deal with your emotions while solving problems.



Goal: get the 'best' solution



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## Reality Testing

The ability to see things the way they are.



Goal: be realistic



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## Impulse Control

The ability to be patient and delay gratification.



Goal: make better decisions



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# Flexibility

The ability to go from one thing to another.



Goal: to bend and adapt to the forces beyond our control



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# Stress Tolerance

The ability to tolerate stress without a decrease in performance.



Goal: to cope, to be able to have 'insulation'



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# Everything can be taken away from a person except one thing – the ability to choose one's way, to choose one's attitude in any given circumstance.



Viktor Frankl  
Man's Search for Meaning



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# Optimism

The ability to focus on the positive.

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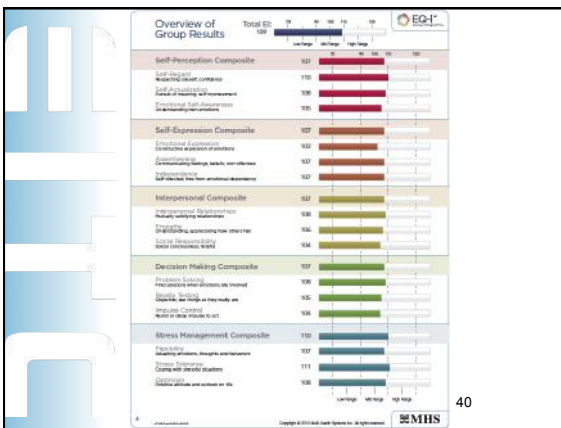
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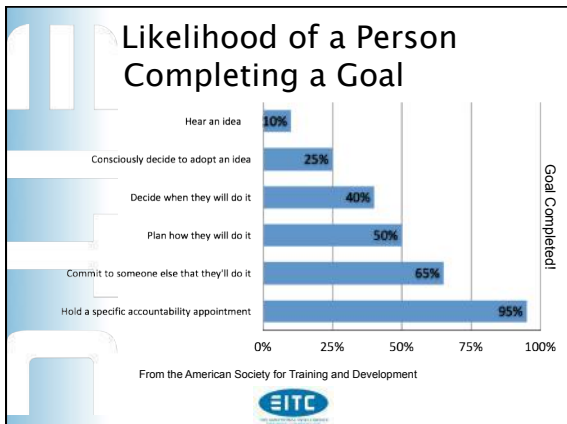
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### Where to from here?

- 1) Consider taking the EQ-I or EQ 360
- 2) Obtain resources related to learning more about Emotional Intelligence, we'll send a reading list.
- 3) Use the ideas to make your communication and relationships better.
- 4) Choose to be 'part of the solution' – every time!

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