

Emotional Intelligence For Leaders:

The Number One Predictor Of Professional Success

It's time to prepare for "The Great Rehiring" by developing key skills in emotional intelligence empowering your leaders, managers & teams.

"Leadership is not domination, but the art of persuading people to work toward a common goal," and those common goals can be found when you develop the proper skills to connect with others."

> **Daniel Goleman** Author of Emotional Intelligence

90% of top-performing employees have high emotional intelligence

95% think of themselves as self aware, but only 15% actually are

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What Is Emotional Intelligence?

Emotional intelligence (EQ) affects how we manage behavior, navigate social complexities and make personal decisions that achieve positive results. An emotional leader can influence the emotional atmosphere of the whole group. A Leaders' EQ affects organizational profitability and performance; they must be able to relate to and understand customers and competitors in order to gain a competitive advantage.

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The Five Keys to Emotional Intelligence

These skills stem from Daniel Goleman's five key components of emotional intelligence:

Self-Awareness

Self-Regulation

Empathy

You understand your strengths and shortcomings, and how you respond in certain situations. The opposite of impulsiveness, you control your behavior through self-evaluation.

You're a good listener and interpreter, attuned to body language and expressions.

Motivation

You're doing it for you, to fulfill your personal goals and needs, or to drive higher performance. You connect to others through active listening and strong communication skills.

Social Skills



4 Essential Competencies of Emotional Intelligence

Self Awareness:

- Develop clarity of personal values, purpose and vision
- Develop and execute a personal strategy
- Proactively seek new opportunities
- Demonstrate authenticity through aligned values and vision
- Take accountability for personal and leadership actions
- Build off of others' ideas for the benefit of the decision
- Manage and overcome complexities

Relationship Management:

- Are skilled at persuasion
- Use complex strategies to build consensus and support
- Initiate and lead a productive team culture, fostering cooperation and team building
- Have excellent business acumen
- Operate with an awareness of marketplace competition and the general landscape of related business arenas
- Demonstrate and build resilience in the face of change

Social Awareness:

- Understand and appreciate diversity of perspective and style
- Demonstrate empathy and understanding
- Build trust and demonstrate trustworthiness
- Build collaboration and clearly articulate intention in all communications
- Motivate and coach employees to high performance
- Inspire others by articulating and arousing enthusiasm for a shared vision and mission
- Align the vision with broader organizational strategies and translate the vision into manageable action steps
- Lead by example

Self Management:

- Prioritization and time management
- Emotional self-control
- Transparency
- Adaptability
- Optimism
- Achievement orientation
- Initiative





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