

# Effective Leadership Through Emotional Intelligence



A background image showing a man with glasses and a beard, and a woman with blonde hair, both looking towards the right side of the frame, presumably at a screen or presentation. The image is partially obscured by blue geometric shapes and text boxes.

# Effective Leadership Through Emotional Intelligence

## Duration

Two teaching days

## Overview

Our 2-day course is designed to help individuals develop the skills and mindset necessary to lead with a high level of emotional intelligence. Participants will learn how to identify and understand their own emotions, as well as the emotions of others, and how to use this knowledge to resolve conflict and build better relationships to develop productive teams that achieve their goals.

The course will be informed by current research and thought leadership, and will cover topics such as self-awareness, self-regulation, empathy, communication, positive psychology, personality science, and leadership. Though developed primarily for leaders and managers, we will provide practical strategies and tools for applying emotional intelligence in a variety of professional settings.

## Who is this course for

Emotional intelligence is a critical quality for success in the modern organisation, influencing out relationships with others and ourselves. Key benefits of developing emotional Intelligence are:

- Improved relationships: Emotional intelligence helps individuals to communicate more effectively, understand the emotions and perspectives of others, and build stronger relationships based on empathy, trust, and respect.
- Better decision-making: Emotional intelligence can help individuals to make more informed decisions by considering their own emotions, the emotions of others, and the potential impact of different options on those emotions.
- Increased resilience: Emotional intelligence helps individuals to manage stress, bounce back from setbacks, and stay focused and motivated in the face of challenges.
- Improved mental health: Emotional intelligence can help individuals to manage their own emotions more effectively, which can reduce stress, anxiety, and depression.
- Guide self-development: emotional intelligence helps increase our self-awareness providing insights to aid our personal development.
- Greater success in the workplace: Emotional intelligence is a critical skill for success in many professional settings, as it helps individuals to build strong relationships, communicate effectively, and make sound decisions.
- Enhanced leadership skills: Emotional intelligence is particularly important for leaders, as it can help them to inspire and motivate their team, build a positive work culture, and achieve their goals in a way that is effective and respectful of everyone involved.

Overall, developing emotional intelligence can have a wide range of benefits, both personally and professionally. It can help individuals to build stronger relationships, make better decisions, manage stress, and achieve success in their personal and professional lives.

## Learning Outcomes

On completion of this programme, delegates will:

- Develop self-awareness and an understanding of the interplay between personal emotions, thoughts, and behaviours.
- Have a greater awareness of why we behave the way we do and how to positively influence others
- Learn how to regulate and manage emotions in a professional setting, and when working under pressure
- Identify the link between Emotional Intelligence and stress management, and how to develop personal resilience
- Learn how to empathize with others and understand their emotions
- Practice advanced effective communication skills to build strong relationships
- Learn tools and techniques to manage emotional states to improve performance
- Engage with concepts from positive psychology
- Enhance leadership abilities through the application of emotional intelligence

## Qualification

This course has been approved by CMI.

## Agenda

### **Day 1: Reflecting on and Developing Personal Emotional Intelligence**

**Exploring emotions in the workplace through focusing on self to understand how knowing more about ourselves helps us and helps our connections with others, through harnessing our emotions to make better decisions.**

Key Themes include:

- Definition and components of emotional intelligence. How emotional intelligence relates to cultural and social intelligence.
- Importance of emotional intelligence in personal and professional life.
- The impact of stress on emotional intelligence.
- Reflecting on personal emotional experiences and triggers
- Non-Judgmental Awareness: observe thoughts and feelings without judgment and apply this practice in daily life.
- Introduction to Positive Psychology: Explain the principles of positive psychology and how they can be used to improve well-being.
- Strengths Assessment: Have participants identify their personal strengths using a strengths assessment tool or activity.
- Applying Strengths: Discuss ways to incorporate personal strengths into daily life, such as using strengths to overcome challenges or setting goals based on strengths.
- Intentional Change, real self-study and faux self: establishing a learning agenda.
- Coaching with compassion: Peer coaching and reflective practice.

## Agenda

### Day 2: Leading Others with Emotional Intelligence

**Focusing on social awareness, exploring working with individuals and working on the collective through what it takes to work in a team or be a leader, shifting the focus from person to people.**

Key themes include:

- Building resilience; how enhanced emotional knowledge can make us more resilient.
- Definition and importance of emotional intelligence in leadership.
- Characteristics of emotionally intelligent leaders.
- Understanding personality and individual difference; use a psychometric tool to gain a deeper understanding of yourself, and the personalities and preferences of your colleagues.
- Techniques for building trust with team members and wider stakeholders.
- Strategies for improving communication and collaboration.
- Recognising the sources of conflict to better manage difficult conversations.
- Work through the behaviour change staircase to increase your ability to influence.
- Apply learning to real world scenarios and discuss strategies for effective leaders with peers on the course.

## Tutors

### Alex Firmin

Alex is a qualified occupational psychologist and specialises in leadership development. He is also a highly experienced educational consultant and executive coach. Alex is the Associate Director for Programmes at In Professional Development, and routinely teaches on MBA programmes for York, Chester, and Robert Gordon Universities.

For 12 years, Alex was an army officer (Major) and undertook several tours of Afghanistan. He supported the development and delivery of the Army's Global Security, Leadership and Strategy programme at Sandhurst. Alex's hard work led to him successfully establishing the first Afghan officer training academy, in Kabul.

Alex has over 20 years' experience of designing and delivering strategic training programmes as well as being a business consultant and manager. Making him an accomplished Leadership Consultant with cross-cultural experience and the ability to succeed in the most challenging environments. He has become well respected for delivering high impact, strategic Leadership and Management training for large scale commercial corporations. He uses proven techniques combined with innovation to provide creative and successful solutions for businesses.

## Tutors

### **Pierson Stratford**

Pierson has 15 years' experience as a consultant and facilitator, specialising in leadership, management and coaching. Experienced in the design and delivery of people development, Pierson uses coaching psychology to engage with leaders at all levels, supporting them to; be, have and do more.

Highly experienced in talent development, from managing large graduate programmes to developing directors and senior leaders for global brands at an international level, Pierson adds value by making learning stick, while turning new knowledge into practical skills.

