

Effective Leadership:

Developing Emotional
Intelligence & Resilience in
Ourselves and Others

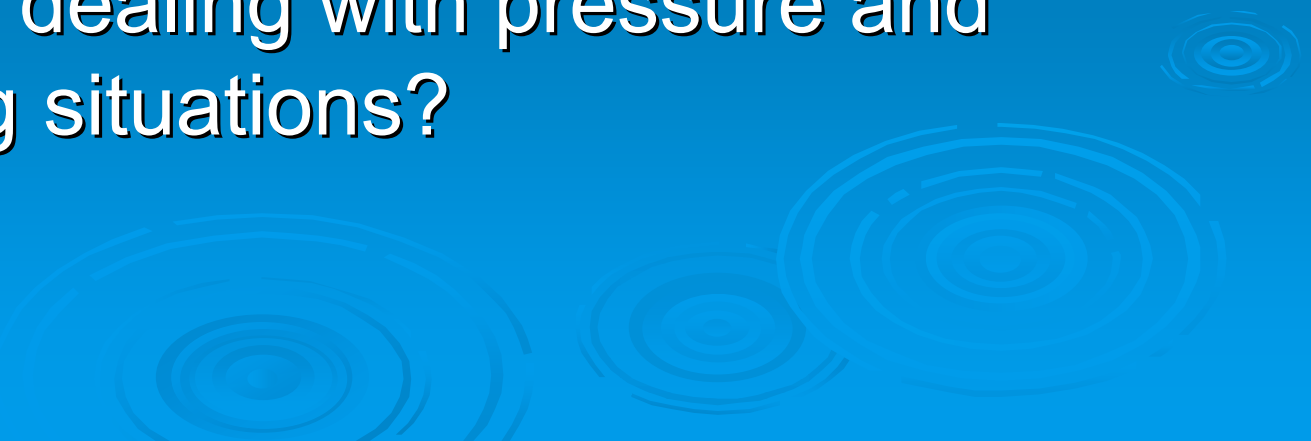
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The basis of my interest in EQ and resilience

Examples of the influence of EQ on leadership skills

The power of resilience: What are the characteristics of people who are more effective in dealing with pressure and challenging situations?



Emotional intelligence

Two key questions:

Is EQ an important feature of effective managers/leaders and does it impact on the success of the business?

Can EQ be learned or is it inborn?



The four main components of emotional intelligence as described by Goleman (they are also components of resilience)

Personal competence

Self-awareness

Self-management

Social competence

Social awareness

Relationship management

Self-awareness

To recognize one's emotions and their impact on others

To accurately assess one's strengths and weaknesses and welcome constructive criticism

To live life in concert with one's values and have realistic goals and expectations

Self-management

To think before you act and not be impulsive

To manage and express your emotions in constructive rather than destructive ways

To be flexible in adapting to change

To display honesty and integrity



Social awareness

To be empathic

Exercises to nurture empathy

Three questions to ask:

Would I want anyone to say or do to me what I just said or did to this person?

In anything I say or do what do I hope to accomplish?

Am I saying or doing it in a way where the other person will be able to hear what I have to say and respond in a constructive manner?

Relationship management

To inspire and motivate others

To strengthen the abilities of others through constructive feedback and guidance

To nurture cooperation and a team atmosphere



To create “motivating environments”: Deci’s emphasis on basic needs

The need to belong, feel connected, and feel welcome

The need for self-determination and autonomy

The need to feel competent

To become “stress hardy” and resilient rather than stressed out

To practice the “3 C’s”

Commitment: What brings purpose and passion to your life and work?

Challenge: Do you see difficult situations as opportunities for learning?

Control (personal): Do you focus your time and energy on those situations/events over which you have some influence or control?