

Feb, 2021

Emotional Intelligence for Leaders



Today's Agenda

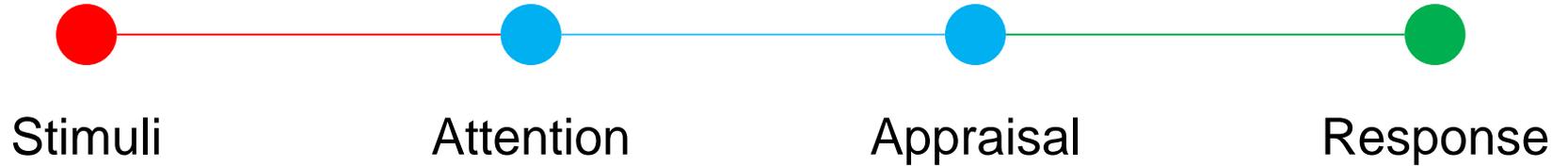
- Emotions and their role in our daily lives
- Modes of thinking
- Emotional Hijacking
- Importance of Emotional Intelligence for Leaders
- Techniques to help us improve

Emotions



Emotions

Emotions are signals to take action



Two Brain System

SYSTEM 1

Intuitive and Instinctive

Unconscious

Effortless

Heuristics

Learned Behaviours

Mental Models

95%



5%

SYSTEM 2

Reflective

Rational Thinking

Effortful

Factors abstractions

Weighs multiple options

Intellectual

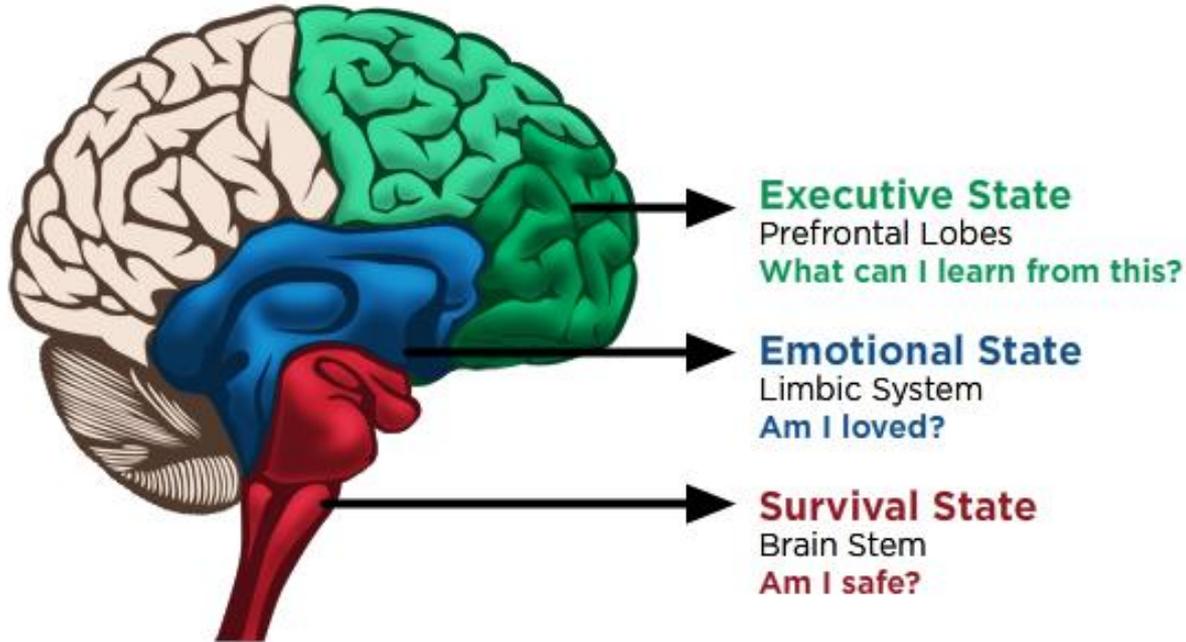
Emotional Hijacking



Stimuli



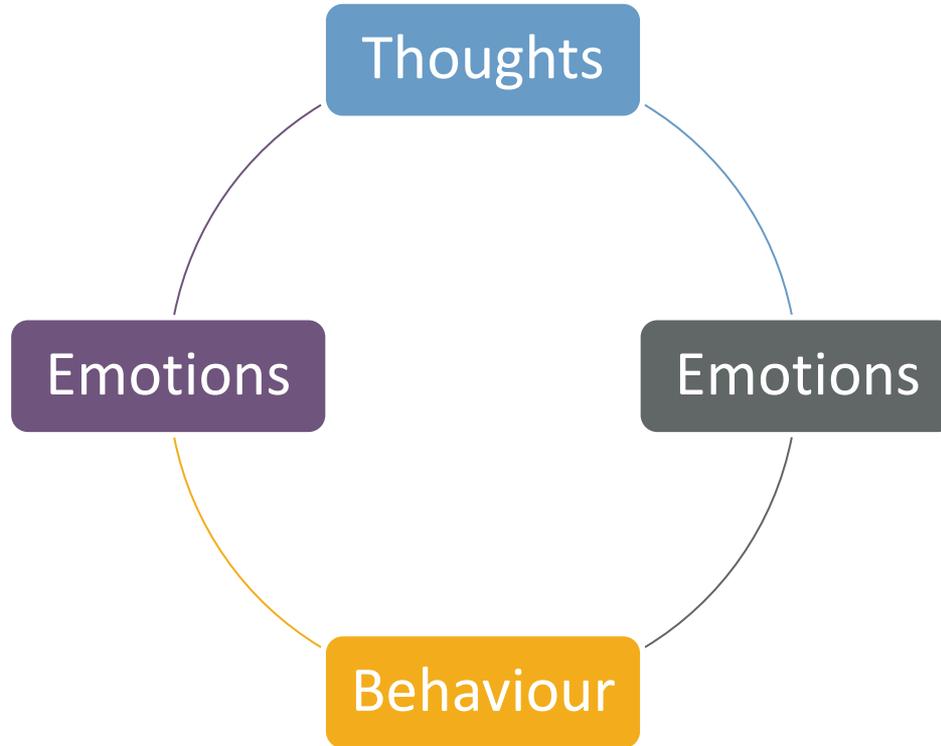
Response



When Emotions get the Best of Us

- Think of a real-life example in which your emotions took control of your behaviour and caused you to do something you regretted
 1. What was the situation?
 2. What were you feeling?
 3. What did you do?
 4. What were the consequences

Emotions, Thoughts, and Behaviours





Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and understand emotions in ourselves and others
- Develop and maintain positive relationships
- Cope with change and adversity effectively
- Use emotional information in an effective and meaningful way



Eqi 2.0 Model

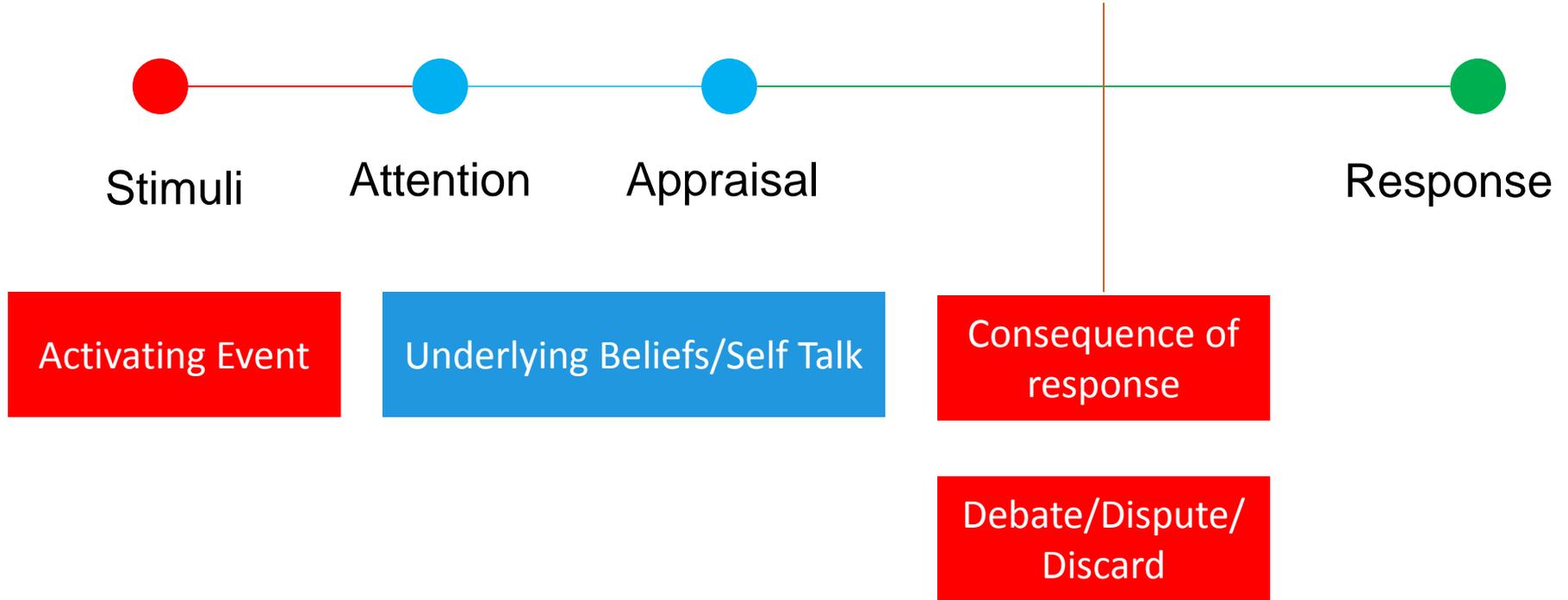


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Based on the Bar-On EQ-i model by Reuven Bar-On, copyright 1997.

Importance for Leaders



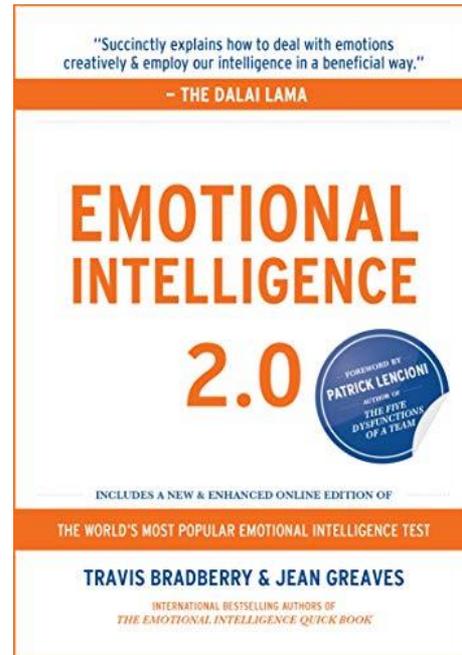
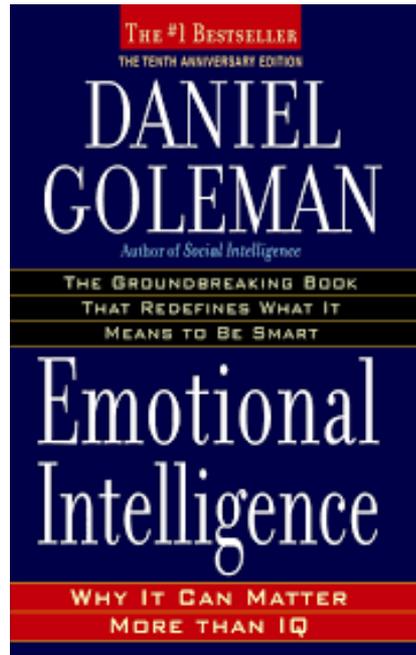
Reframing- Follow the ABCs



What Can I do

- Manage expectations
- Choose your battles
- Practice asking System 2 questions
- Reframe.
- Practice

Emotional Intelligence Resources



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