

# Unlocking Emotional Intelligence (EI) for Effective Leadership

## Key Takeaways

### Five Components of Emotional Intelligence



#### SELF-AWARENESS

Knowing your own thoughts, feelings and motivations



#### SELF-REGULATION

The ability to regulate your own emotions and actions in various situations



#### MOTIVATION

Understanding your intrinsic motivation which drives you to achieve



#### EMPATHY

The capacity to empathise and appreciate other perspectives



#### INTERPERSONAL SKILLS

Strong networking and relationship-building skills, the ability to build rapport

### How to Manage Difficult Conversations with Emotional Intelligence



#### ASSESS YOUR EMOTIONS

Take a moment to assess your own emotions before responding



#### APPLY ACTIVE LISTENING

The ability to pay attention, show interest, and empathise with the other person



#### EXPRESS CLEARLY

The ability to communicate your own perspective, needs, and feelings in a way that is honest, respectful, and constructive



#### SEEK SOLUTIONS

Find a mutually acceptable solution that addresses the issue and preserves the relationship



#### REVIEW & REFLECT

Review and reflect on the outcome, the process, and the emotions involved