



ELEVATE

The Executives We Have vs. the Leaders We Want

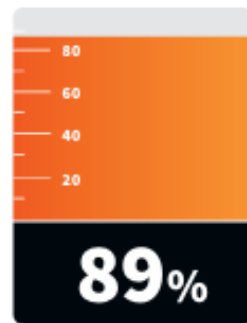
Global executives exhibit these competencies:

Inspiring others
Competing with others
Presenting to others
Taking initiative
Driving innovation

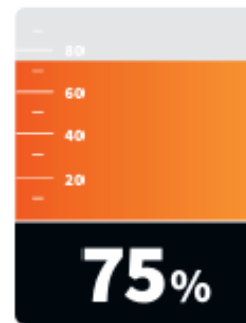
Global respondents say leaders should display:

Effective communication
Effective decision-making
Accountability
Integrity
Leadership ability

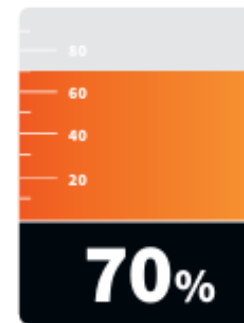
Leadership Behaviors Valued in an Ideal Leader



Emotionally controlled and tolerant



Diplomatic, tactful, and sensitive communication



Drive, energy, and goal orientation



Emotional Intelligence

Definition:

The ability to recognize, understand, express, manage, and respond appropriately and empathetically to the emotions of others.



Emotions aren't bad! They simply give us information.

Emotions are not our masters, but our allies! We can:

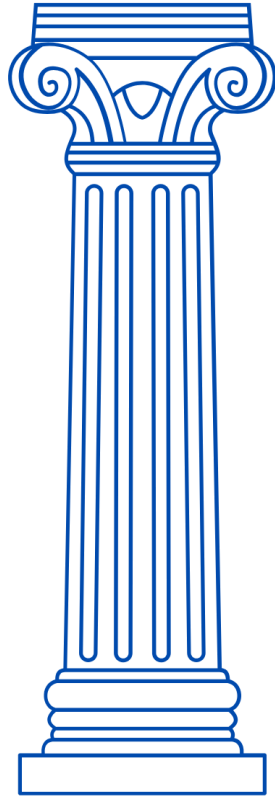
- Understand them and not fear them
- Manage them and not suppress them
- Use them to enhance our relationships, decision-making, and overall wellbeing.

We need both IQ & EQ!

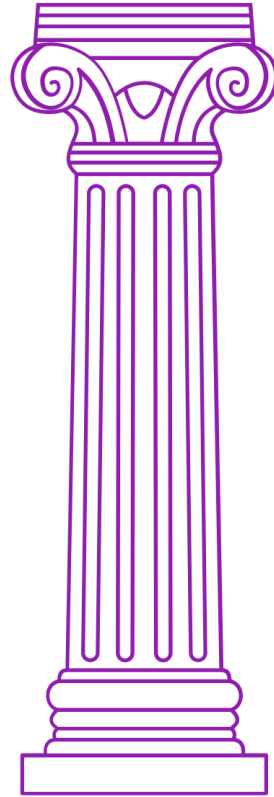
The goal is not perfection but progress! A lifelong journey!



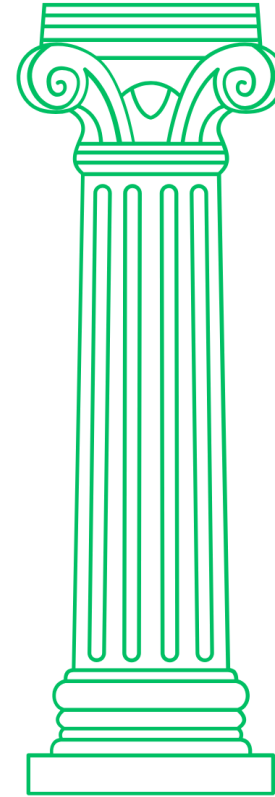
3 Pillars of Emotional Intelligence



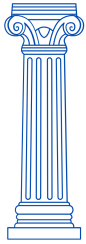
Self-Awareness



Self-Regulation



Empathy



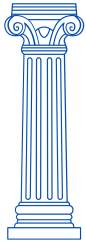
Self-Awareness

Our ability to identify and understand our emotions and moods and how they influence our thoughts and behaviors.

- Being present with our emotions
- Acknowledging them without judgment
- Knowing what we value so we can match behavior to values
- Knowing ourselves!

We can't change or regulate behavior until we are aware of our behaviors in the first place!





To Develop Self-Awareness

Cultivate a habit of introspection

Journaling

- Create a regular journaling routine
- Write freely and honestly
- Reflect on your emotions
- Look for patterns

Emotional Check-Ins

- Set reminders
- Pause and reflect
- Record your emotions

Mindfulness – Focusing on the present moment without judgment

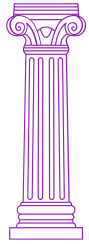
- Find a quiet, comfortable place to sit
- Focus on your breath
- Observe your emotions and name them
- Practice regularly

Additional Items

- Ask friends/colleagues to tell you what they really think about you in an honest, non-hurtful way.
- Shift your mindset – Train yourself to live out your values in better ways.
- Forgive yourself.
- Start anew.



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Self-Regulation

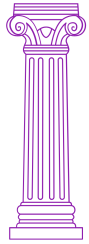
Our ability to control our emotional responses instead of letting them control us, situations dictating them, or them overpowering us.

While we might have impulses, it's always better to choose the option that is more aligned with your long-term values and goals.

You won't always be able to control how you feel about something, but you can control how you handle those feelings!

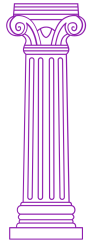
Calm is Contagious!





**What are your top 3
leadership values?**





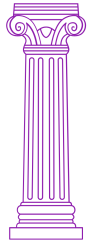
Recognizing Triggers

Events, situations, tones of voice, feeling ignored, facing a significant change, experiencing a personal setback, or behaviors that evoke a strong emotional response in us.

Trigger Mapping

- A visual or written map of situations, behaviors, or experiences
- List your most common emotional responses (Anger, anxiety, sadness, frustration, etc.)
 - For each emotion, jot down the situations or behaviors that often trigger this emotion in you.

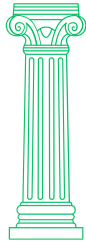




Tools for Emotional Regulation

- Deep Breathing Exercises
 - Box Breathing
 - 4-7-8 Technique
 - Mindful Breathing
- Cognitive Reframing Techniques (REBT)
- Progressive Muscle Relaxation
- Body Scan Meditation
- Mindful Observation/Grounding Technique





Empathy

Sympathy:

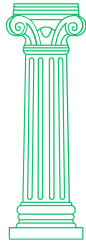
- Feeling for someone, extending pity or concern
- Observed from the sidelines

Empathy:

- Feeling WITH someone
- Jumps into the game, sharing the emotional experience
- Connects us with others

Involves understanding and responding to other people's feelings with care and respect and showing that you care.

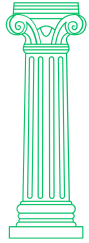




3 Types of Empathy

- **Cognitive Empathy** – Seeing things from others’ perspectives
- **Emotional Empathy** – The ability to share another person’s feelings
- **Empathetic Concern** – Feeling the pain and suffering of others and working toward alleviating it





Strategies to Enhance Empathy

You have to practice it!

- **Active Listening Skills** – Focusing on the speaker, reflecting on their feelings, responding with empathy
 - Maintain eye contact
 - Avoid distractions
 - Reflect on their feelings – Ask insightful questions
 - Provide non-verbal feedback
- **Imaginative Empathy Exercises** – Visualizing yourself in another's situation and imagining their feelings, thoughts, and experiences
- **Reading Fiction for Perspective-Taking** – Pay attention to characters' emotions, thoughts and experiences



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Emotional Intelligence at Work

The secret ingredient to career success often lies in EI – A hidden superpower!

Emotionally intelligent people:

- Handle pressure better.
- Are better decision-makers
- Handle conflicts better
- Are more motivated
- Respond better to criticism



Emotionally Intelligent Leaders

Understand their team members' emotions, needs, and motivations and use this understanding to offer support and inspire and guide them toward their goals.

Manage their own emotions, model emotional stability and resilience, remain calm under pressure, and make well-thought-out decisions, setting a positive example for their team.

Adjust their leadership approach accordingly.

Doing these things and encouraging open communication and mutual respect helps to create a safe space for team members to work and grow.



Emotionally Intelligent Individuals

- Derive greater satisfaction from their jobs
- Are better equipped to manage work-related stress
 - Navigate workplace relationships well
 - Align their work with their values
 - Are more engaged at work
 - Are more resilient



Building Resilience

The emotional shield that guards us against life's challenges and help us bounce back with renewed vigor.

Techniques to Foster Resilience

- Positive affirmations
- Cognitive reframing
- Building a support network

How to Bounce Back

- Recognize and accept emotions
- Learn from mistakes and failures
 - Develop a growth mindset

Recognize growth potential (opportunities), embrace challenges, persist, view effort as a path to mastery, learn from criticism.



Emotional Agility

Flexibly adapting to ever-changing emotions, not getting stuck in rigid patterns, being able to move with the ebb and flow, and choosing a response that aligns with values and serves our overall wellbeing.

Strategies for Developing Emotional Agility

- Accepting and labeling emotions – Acknowledging without judgment
- Detaching from unhelpful thoughts – Observe them as an impartial witness
 - Taking values-based actions



Tools for Overcoming Overwhelm

- Prioritize self-care activities – The key is regularity & consistency!
 - Seek professional help
- Build a support network – Family, friends, colleagues or mentors



What to do as Leaders

Build Positive Relationships

- **Exercise empathy**
- **Work toward effective communication**
- **Foster a positive environment** – Acknowledge others' efforts, celebrate team successes, maintain a positive attitude

Manage Workplace Stress

- **Recognize the signs of stress**
- **Implement stress management techniques** – Deep breathing exercises, take regular breaks, engage in physical activity
- **Maintain perspective** – View challenges as opportunities for growth, maintain a healthy work-life balance (Set boundaries, delegate, say no when needed, carve out time for relaxation, hobbies, social activities)



What to do as Leaders

Lead with Empathy

- **Understand the feelings and perspectives of your team members**
- **Demonstrate emotional transparency**
- **Make decisions that consider the team's emotional wellbeing**



What to do as People

Effective Coping Strategies

- Physical activity
- Maintain a balanced diet
- Get adequate sleep
- Seek social support
- Seek professional help

Cultivate Positive Emotions – They need nurturing!

- Joy
- Gratitude
- Contentment
- Inspiration
- Pride
- Rejoice in small victories
- Express gratitude for blessings
- Derive joy from simple pleasures





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