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Leadership & EI

Presented by
Dr. Shari L. Frisinger, Human Behavior Consultant, Sājet Solutions

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Think of your best boss – what characteristics did he/she have? Empathy? Self-confidence? Was he/she in tune with your feelings? Did he/she know what to say and when to say it to you? Was he/she supportive, yet firm? Did you feel he/she looked out for you, your best interests, and your career? What emotions do you remember about your 'best boss'? Now think of your worst boss and do the same thing. Was he/she selfish? Arrogant? Narcissistic? A bully? What emotions do you remember about your 'worst boss'?

Many people feel more valuable, a stronger sense of self-satisfaction and are motivated to do more for the 'best boss' than they were for the 'worst boss'. Your 'best boss' had a higher degree of EI than your 'worst boss' did. EI has been called 'people skills' or 'people common sense'.

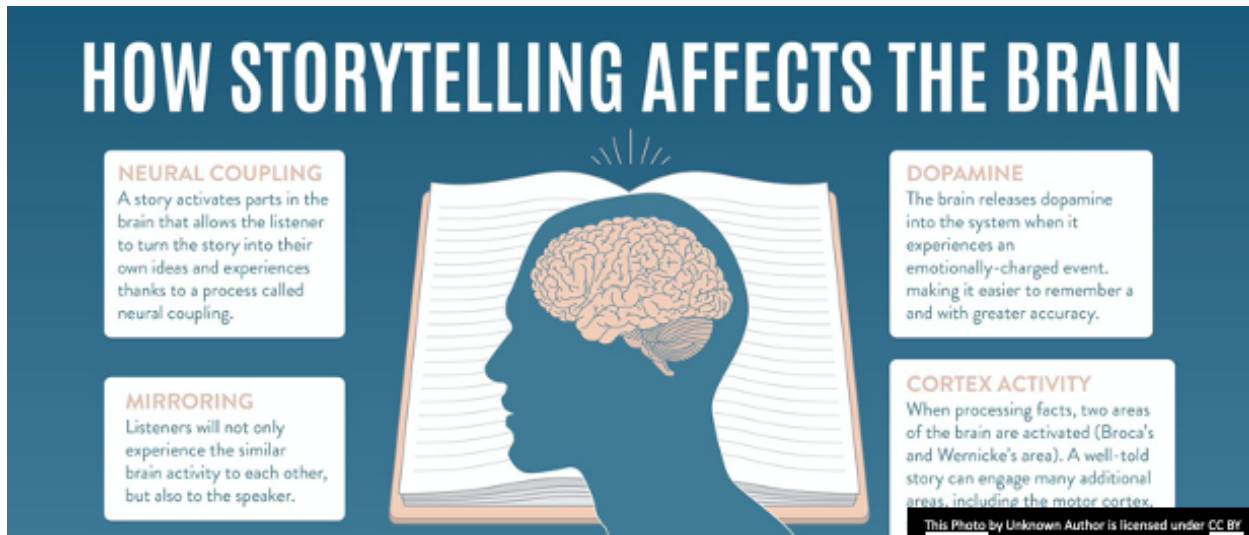
EI has become more prominent in today's view of leadership skills. As a result, leaders must be able to ascertain what their team members are thinking and feeling.

Studies by Center for Creative Leadership have determined that self-awareness, stress tolerance and empathy are predictors of high leadership performance. A leader has the responsibility to their team to respond appropriately to an emotional situation, whether it is a negative crisis or a positive accomplishment. Leaders that appear aloof and unemotional can suffer a lack of trust and higher turnover from their team members.

Appreciating how others feel, especially during challenging times, demonstrates respect for the other person and strengthens your relationship.



Discussion question: Share your initial reaction to this video, and your thoughts after you've had time to reflect on the message. Feel free to watch it with your significant other and share that discussion.



What do you want to have in your life that you don't have now? Why?

What do you want to do that you're not doing now?

What do you do now that you want to stop doing? want to do better?

Keep asking questions, deeper questions, until you get to the heart of what they want. Then you will have found their motivators. One of the key motivators is "worthwhile work: has to be understood as important, has to lead to a well-understood and shared goal and the company values have to guide all plans, decisions, and actions."