

Emotional Intelligence in Leadership

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

IQ gets you the job. EQ determines how far you go once you have it. — Daniel Goleman

What separates the supervisors your people trust from the ones they tolerate? It is rarely technical skill. Research from Harvard Business School, Carnegie Institute, and Goleman’s landmark studies consistently show that **emotional intelligence accounts for 67–90% of what distinguishes outstanding leaders from average ones.** And unlike IQ, EI can be developed. This 47-minute class gives your front-line supervisors the five-component EI framework, a personal self-assessment, practical self-regulation tools, social awareness techniques, and the relationship-building strategies that turn competent supervisors into leaders people actually want to follow.

THE BUSINESS CASE FOR THIS TRAINING

90%

Of the difference between star performers and average performers in senior leadership roles is attributable to emotional intelligence

67%

Of the competencies deemed essential for effective leadership are EI-based — not technical or analytical skills

20%

Higher team performance in groups led by managers with above-average emotional intelligence vs. below-average

4x

More likely emotionally intelligent leaders retain top performers who have options in the labor market

Sources: Daniel Goleman / Harvard Business Review • Hay Group • Carnegie Institute • TalentSmart EQ Research

WHAT YOUR LEADERS WILL LEARN

- ✓ Assess their own EI across five core components using a structured self-reflection tool
- ✓ Name their personal emotional triggers before those triggers name them in high-pressure situations
- ✓ Apply five proven pause and response strategies to shift from reactive to deliberate under stress
- ✓ Read non-verbal cues, baseline deviations, and team emotional signals with accuracy
- ✓ Respond to team emotions in ways that build trust rather than shut down dialogue
- ✓ Build relationships, influence without authority, and resolve conflict using EI principles

What Changes Immediately:

- ✓ Supervisors know their lowest EI component and have a specific practice to develop it
- ✓ High-pressure moments produce deliberate responses instead of reactive ones
- ✓ Team members feel seen and heard rather than managed and processed
- ✓ Trust, influence, and morale improve through more emotionally intelligent daily interactions

THE FIVE COMPONENTS OF EI

Know it. Manage it. Build with it.

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|--------------------------|--|
| 1 SELF-AWARENESS | Knowing your emotions and how they affect others |
| 2 SELF-REGULATION | Managing impulses and responding instead of reacting |
| 3 MOTIVATION | Internal drive, resilience, optimism under pressure |
| 4 EMPATHY | Reading and responding to others’ emotional reality |
| 5 SOCIAL SKILLS | Building relationships and influencing without authority |

Includes: EI self-assessment tool, trigger inventory, pause and response strategy cards, non-verbal cue reference guide, high-EI vs. low-EI response comparison, and EI development planning.

“The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions.”
— Jim Rhodes, SVP, Wayne Brothers Companies

Your leaders won’t remember the meeting where nothing was said. They’ll remember the training that gave them the confidence to act.

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“A rising tide lifts all boats.”

SESSION AT A GLANCE

- 🕒 47 Minutes
- 📍 In-Person or Virtual
- 👥 Front-Line Leaders
- 🏢 Up to 20 per Session

Package Includes:

- Slide deck
- Student handout & worksheets
- EI self-assessment tool
- Trigger inventory worksheet
- Pause & response strategy cards
- High-EI vs. low-EI response guide
- EI development planning template
- Complete instructor delivery guide

★ **Group, Law Enforcement & First Responder Discounts Available**

Contact us at www.therisingtidesolution.com for custom pricing.

📍 RTS In-Person or Virtual

Our certified facilitators deliver at your facility or via live virtual session. Zero prep required from your team.

🏠 Teach It In-House

Every package includes a full instructor guide built on our Train-the-Trainer methodology — your team delivers independently.

📁 Add All 20 Classes

Bundle the complete 20-class Lunch & Learn Series for comprehensive front-line leader development.