



**NOW**

**– The Power of Emotional Intelligence for Impacting Leaders**

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# IN THIS SESSION

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- Emotional Intelligence (EQ-i 2.0) for Leaders
- Presented for ECC Association ([eccassociation.org](http://eccassociation.org))
- Source: MHS Leadership Report & Talent Development

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# OBJECTIVES

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- The 3 questions that shape every relationship
- Discover the foundational components of emotional intelligence
  - Key Subscales: Self-Regard, Empathy, Problem Solving
- Practical strategies to foster deeper connections
- Prepare leaders to make a meaningful impact

# Why Emotional Intelligence for Leaders?

- Leadership Challenges
  - Managing complex projects, tight deadlines, and diverse teams
  - Balancing technical expertise with interpersonal skills
  - Research shows leaders score 14 points higher in EI than general population (MHS, 2012)

# Effective Leadership

- Always Serves -
  - The bigger purpose
  - Those being led
    - ❖ Growth & Development
    - ❖ Success

# Now – The Power of Emotional Intelligence

- 3 questions every person is asking:

Do you care about me?

Can you help me?

Can I trust you?

A woman with short dark hair is sitting on a light-colored couch. She is wearing a light pink hoodie and light-colored pants. She is holding a dark pen in her right hand, with the tip of the pen resting on her lower lip. Her left hand is holding a white spiral notebook. She is looking off to the side with a thoughtful expression. The background is a plain, light-colored wall. To the right, there is a green plant with long, thin leaves. The overall lighting is soft and natural.

# Self-Regard

# Self-Regard: Respecting oneself; confidence.

- Associated with inner strength and self-confidence
- Builds confidence in decision-making under pressure
- Supports resilience in high-stakes projects
- Strong resilience and decision-making = Strong leadership.
- Empowers you to answer the 3 questions.



# Self-Regard: Development Tips

- Follow thought leaders
- Think about your past successes
- Give yourself permission to celebrate successes
- Celebrate positive feedback
- Learn a new skill
- Do not dwell on failure (Google Case Study)

# EXERCISE – Success Story Share

- Each participant writes a brief professional success, Place all sticky notes in the table's center. (2 minutes)
- Each person picks a note (not their own) and reads it aloud, adding a positive comment. (4 minutes)
- Table discussion (2 minutes) What strengths were revealed?
- Report out (2 minutes)

A group of people are gathered in a meeting. In the center, a young man with short dark hair, wearing a grey and red plaid shirt over a white V-neck, is holding a brown paper coffee cup. He is looking down at the cup and gesturing with his right hand as if speaking. To his right, an older man with short dark hair, wearing a light blue button-down shirt, is looking towards the young man with a focused expression. The background is a blurred office setting with large windows.

# Empathy

# Empathy: Understanding, appreciating how others feel.

- Associated with investing the time to actively listen
- Helps to develop genuine appreciation for others' experiences
- Supports finding the right words to relate and reassure
- Enhances articulating others' perspectives respectfully

# MICROSOFT: Satya Nadella - CEO



“What Separates Successful People From Everyone Else Really Comes Down to 2 Words”  
*Inc. Magazine, Oct. 2023*

EMOTIONAL INTELLIGENCE

# EXERCISE – Listening Exercise

- Pair up. Everyone share a challenge. Person A shares the challenge and how it made them feel (2 min). Person B listens (7 second rule, and “Is there anything else”) then paraphrases Person A’s feelings (1 min). Switch roles. Discuss insights (1 min)
- Let’s hear from a few of you!

# Empathy: Development Tips

- Proactively answer the questions people are asking
- Offer help, including non-work-related support
- Find words to relate and reassure team members



# Problem Solving

# Problem Solving: Find solutions when emotions are involved.

- Associated with understanding how emotions impact decision-making
- Helps to promote clear-headed decisions in project crises
- Supports steering the team to favorable outcomes
- How you respond determines the course



# Problem Solving: Development Tips

- Label emotions involved to extract insights (Awareness)
- Check out how your counterparts are approaching the problem (Observe)
- Explain the problem to a trusted peer (Collaborate)



# Problem Solving: In The Moment

- The 4 Cs (Consider, Contain, Challenge, Clarify)
  - Consider – Pause and consider objectively
  - Contain – Acknowledge the emotion and table it momentarily
  - Challenge – Challenge the idea that comes into your mind
  - Clarify – Identify the issue

# NOW

## The Power of Emotional Intelligence for Impacting Leaders

- **N** – What do they need from me right now?
- **O** – What can I offer them right now?
- **W** – How can I help them win right now?



# Books I Recommend

- Psychocybernetics – Maxwell Maltz (Self-Regard)
- It's Not About You – Bob Burg and John David Mann (Empathy)
- Measure What Matters – John Doerr (Problem Solving)

# Don't Forget

## ECC Association Conference | ♦♦

### Source: MHS EQ-i 2.0

Boost your leadership with these EQ-i 2.0 tips to lead projects and teams effectively.

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## EQ Tips

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**Celebrate Successes: Reflect on a project win weekly to boost confidence**

**Listen Actively: Paraphrase a colleague's point in meetings to show empathy**

**Use the 4 Cs: Consider, Contain, Challenge, Clarify to solve issues calmly**

**Practice the NOW Technique: What do they need? What can I offer? How can I help them win?**

**QUESTIONS??**





# The Power of NOW

– Emotional Intelligence for Impacting Leaders

THANK YOU

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