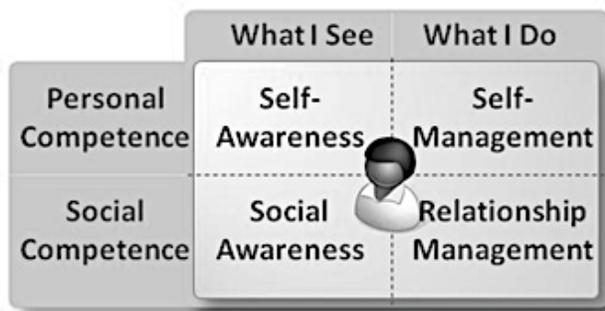




Emotionally Intelligent Leaders

Before you can dive into the fundamentals of leadership, it is best to gage how much you truly “care” about people. Another way to look at the leadership development challenge is to ask yourself what do you value more: the product or the process? the destination or the journey? Emotionally intelligent leaders understand more than anything that people matter most in any organization. As an officer in the US Army I was taught very early: mission first, people always.

When it comes to leading teams, developing leadership skills or increasing your effectiveness, always start with yourself. Know the purpose of your team: what goal(s) are you trying to achieve? What is your mission? Know your position in the team: what authority do you have and what are your responsibilities and boundaries. Know your people: that includes you and all those you interact with in your team and those who support your team, not to mention those your team may serve.



Emotionally intelligent leaders understand the importance of healthy relationships. How to start them, how to sustain them and how to create even stronger bonds through building trust and team chemistry. Here are four components of emotional intelligence that will give leaders an advantage in building relationships and leading teams.

Component #1: Self-Awareness

Self-awareness is the ability to understand one’s emotions as they happen. Emotions like: happiness, sadness, surprise, fear, disgust, anger, etc. **Self-awareness** involves learning where your emotions come from, the reasons behind them and how they are displayed. Improving self-awareness is essential to mastering the other three components of emotional intelligence (EQ).

Component #2: Self-Management

Self-management is the act of managing your emotions. This allows you to manage how you may react or behave. After becoming self-aware and understanding your basic emotions, self-management tools allow for **self-control**, which can lead to stronger relations, better communication and providing oneself the opportunity to act rationally and reasonably.



Component #3: Social-Awareness

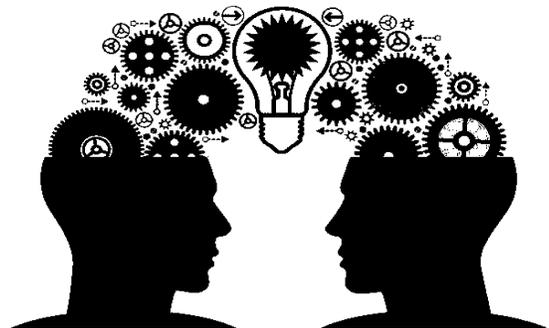
Social awareness is removing focus from you to pay attention to others and their emotions. This includes observing environments and people and requires the ability to actively pay attention to and even accept the tones and emotions of others.

Component #4: Relationship Management (or Social-Management)

Relationship management combines all other EQ components to allow for maintaining positive relationships. This involves building trust, engaging in healthy and appropriate communication, and intentionally interacting with others to achieve positive results.

Emotional Intelligence 2.0 by Travis Bradberry and Jean Graves

This easy to read book is perfect for learning multiple strategies for each of the four components. The book is available at Amazon or most local booksellers.



Strategies for Increasing Self-Awareness

Before you can make any significant changes in yourself, you have to have a good understanding of what you're working with. Becoming self-aware is all about the process of really getting to know you. It is the foundation of personal growth and the keystone of emotional intelligence. And, fortunately, it can be developed. Here are some practical tips to develop your self-awareness.

1. How do you feel right now, in this moment? Consider both your emotional feelings (for example, happy, sad, curious, angry, hopeful, frustrated, etc.) and your physical feelings (tired, thirsty, relaxed, tense, warm, etc.).
2. Don't label your feelings as good or bad. Simply acknowledge them.
3. Notice the physical effect of your emotions on your body— things like muscle tension, shortness of breath, headaches, butterflies, etc.
4. When you feel agitated, take a moment to identify exactly what is bothering you.
5. Keep a journal in which you record your emotions and the circumstances or situations that led to those emotions.



6. Pay close attention to your behaviors, whether good or bad, and how they relate to your emotions. Ask yourself why you're doing what you're doing.
7. Acknowledge that you will experience good moods and bad moods and learn to accept the discomfort of your bad moods. Don't avoid feeling a certain way. Lean into it and make it your own.
8. Make a list of your values. What is important to you? How do they rank in priority?
9. Ask people close to you about their feedback on how you deal with emotions.
10. Pay attention to how your emotions affect others.
11. Think about a situation you'll be facing soon and try to predict and accept the emotions you'll feel.

Strategies for Increasing Self-Management (Self-Control)

After you develop a clear understanding of your own emotions and how they affect you and others, you're ready to move on to developing your self-management skills. Self-management is the ability to regulate your emotions so that they don't control you. The following strategies will help you learn to self-manage.

1. Write down a list of the things that cause you to react impulsively and emotionally. Then, think about and write down a strategy you can use to self-manage those emotional reactions in the future.
2. When you start to feel like you're losing control, breathe correctly, with deep, slow, steady breaths. This calms both mind and body.
3. Count to ten. This is a well-known technique for controlling your temper. This will allow you to take some time to calm down before you say or do something you regret.
4. Learn to use acupuncture for instant relief from negative emotions.
5. Create a list of your emotions versus rational reasons for doing things.
6. Pay close attention to your behaviors, good or bad, and how they relate to your emotions. Ask yourself why you're doing what you're doing.
7. Acknowledge that you will experience good moods and bad moods and learn to accept them.
8. Make a list of your values. What is important to you? How do they rank in priority?
9. Ask people close to you about their feedback on how you deal with emotions.
10. Pay attention to how your emotions affect others.
11. Think about a situation you'll be facing soon and try to predict and accept the emotions you'll feel.
12. What things do you want for yourself? Why are you trying to develop your emotional intelligence?





Strategies for Increasing Social-Awareness

Social awareness is the skill set we use to understand the emotions and feelings of other people, both as individuals and in group settings. These skills allow us to empathize with others, seeing things from their point of view and therefore developing stronger bonds and understanding. Here are some of the best ways to build more social awareness.

1. Learn to listen better. Listen actively, without an agenda and without letting yourself get distracted.
2. When you're with other people, pay close attention to how they interact with each other. Watch their body language and listen to the things they say and their tone.



3. Practice identifying other people's emotional states by observing their body language, facial expressions, words, and tone of voice.
4. When you greet people, use their name. This will show that you value them.
5. Recognize the commonalities between yourself and others. Not just the outer commonalities, such as race, religion, gender, or social class, but also inner commonalities. Does the other person seem uncomfortable in a situation that also makes you uncomfortable? Do they appear lonely? Excited? Hopeful? What part of yourself do you see in that person?
6. Be cognizant about which behaviors are appropriate in which situations and at which times.
7. Plan ahead for social gatherings. Think about some conversation topics and questions to ask ahead of time. This will take some pressure off of you once you get there.
8. Focus on others. Take yourself and your ego out of the equation.
9. Acknowledge what you hear. When talking to someone, occasionally repeat what they say, paraphrasing as you go. This will affirm that you're listening closely and processing what they're saying.
10. Live in the moment. Focus on what is going on right at that moment.
11. Make time for people. You will never be socially aware until you're able to make other people, along with their feelings and concerns, a priority.
12. Don't judge. Avoid criticizing or dismissing (inwardly or outwardly) the opinions or feelings of others. Bend over backwards to consider the merits of what they're saying.

Strategies for Increasing Relationship Management (or Social-Management)

Maintaining healthy relationships is an essential part of emotional intelligence and half of the responsibility for deepening these connections belongs to you. Here are some tips to help you work on making relationships work.



Strategies for Increasing Relationship Management (or Social-Management) *continued*

1. Be trustworthy and credible. Never lie to or mislead others and never overstate your points. Don't make promises you can't keep.
2. Always acknowledge the other person's feelings, whether or not you agree with them.
3. When you make decisions that affect other people, explain your reasoning.
4. Focus on solutions, not blame. Blame only causes resentment, it doesn't solve anything. There is no place for blame in a healthy relationship.



5. Offer constructive feedback. Clearly communicate your own emotional needs.
6. Be selfless. Not so that you can play the martyr, but because ego is a relationship destroyer. Compromise when you need to. Bend when you need to. Admit that you're wrong when you are (and perhaps even when you don't think so).
7. Be interested in others. Ask questions. Try to figure out ways to help them. Stay in touch. Reach out.
8. Think about what you want out of your relationships. Stability? Excitement? Emotional support? Communicate these needs to people close to you.
9. Smile often, even when you don't feel like it.
10. Increase the frequency of your interactions. Studies show that close proximity breeds affection.
11. Be willing to give others your time and energy without expecting much in return. If the other person reciprocates, consider that to be a gift and show genuine gratitude.
12. Keep an open mind about other people. Enjoy those things that make them different from you. Learn from them. Celebrate your differences. Reflect on how those differences add richness to your own life.
13. Be mindful about when you approach people. Try to make sure that they're in the right frame of mind to receive your message.
14. Be the type of person that others want to be around. Think about the type of people you enjoy spending time with. Why do you like them so much? Their sense of humor? Their intellect? Their laid-back ways? Then think about the people you avoid. What makes you dislike them? Their ego? Their habit of interrupting you? Use what you observe about others to strive to be the type of person people want to be around.