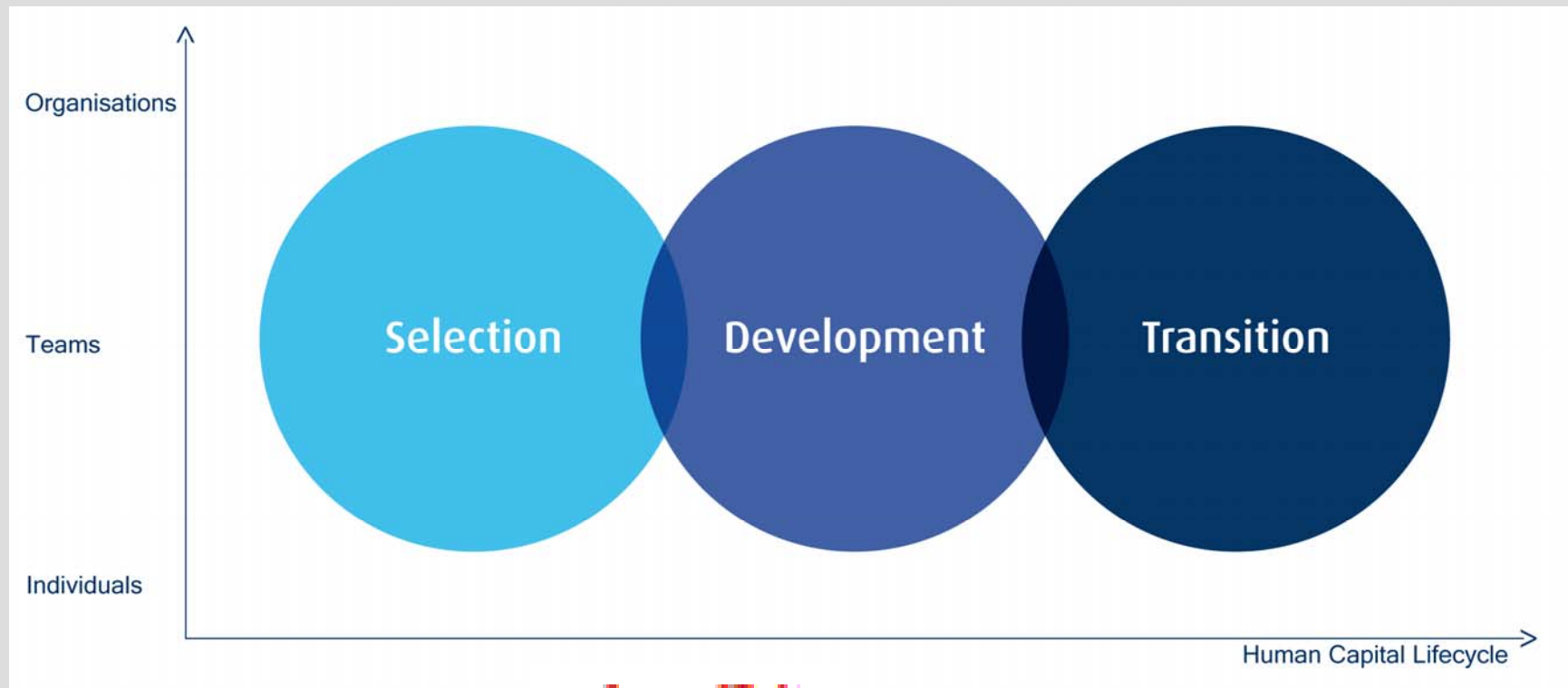


The Emotionally Intelligent Leader

Dr. Ben Palmer
Director of Research & Development



● Applying emotional intelligence in the ● workplace



- The world for leaders is changing

Increased leadership expectations

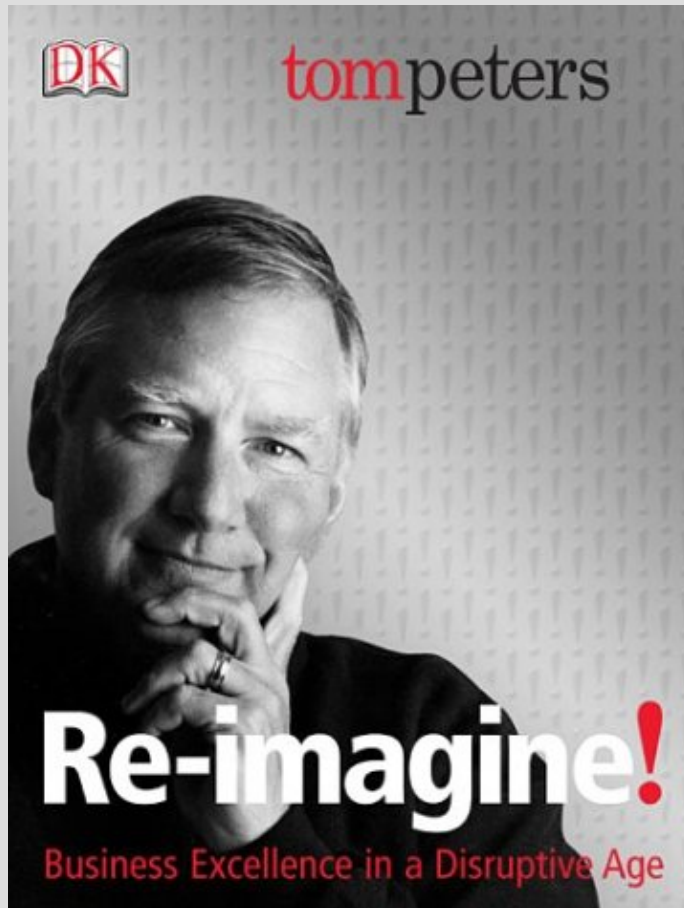
Changing demographics

Different age groups

Changing customer needs

Leadership requires enhanced soft-skills!!!

- Factors contributing to success...



Strategy	15%
Systems	20%
People Capability	35%
People Passion	30%

- What does this mean for your businesses?
-

Attract

Engage

Develop

Retain

.... leaders with fine tuned
soft skills.



● A new medium is required...

Personality 10%

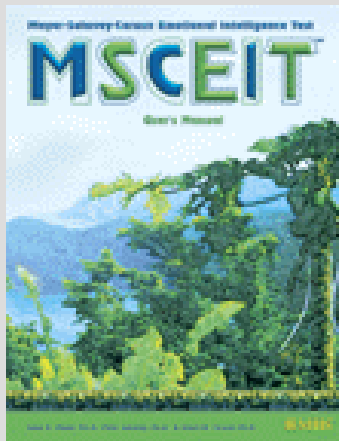
Intelligence 25%

Emotional intelligence 36%

Others 29%



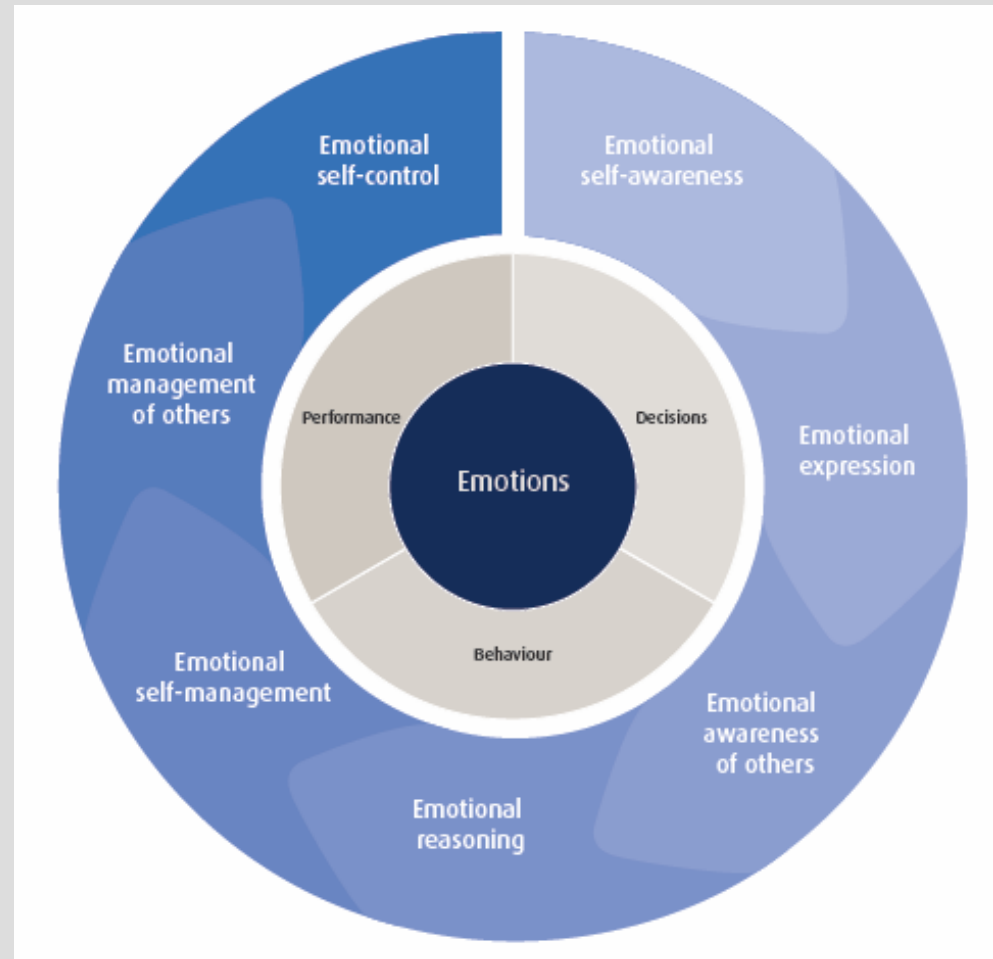
- Models of Emotional Intelligence
-



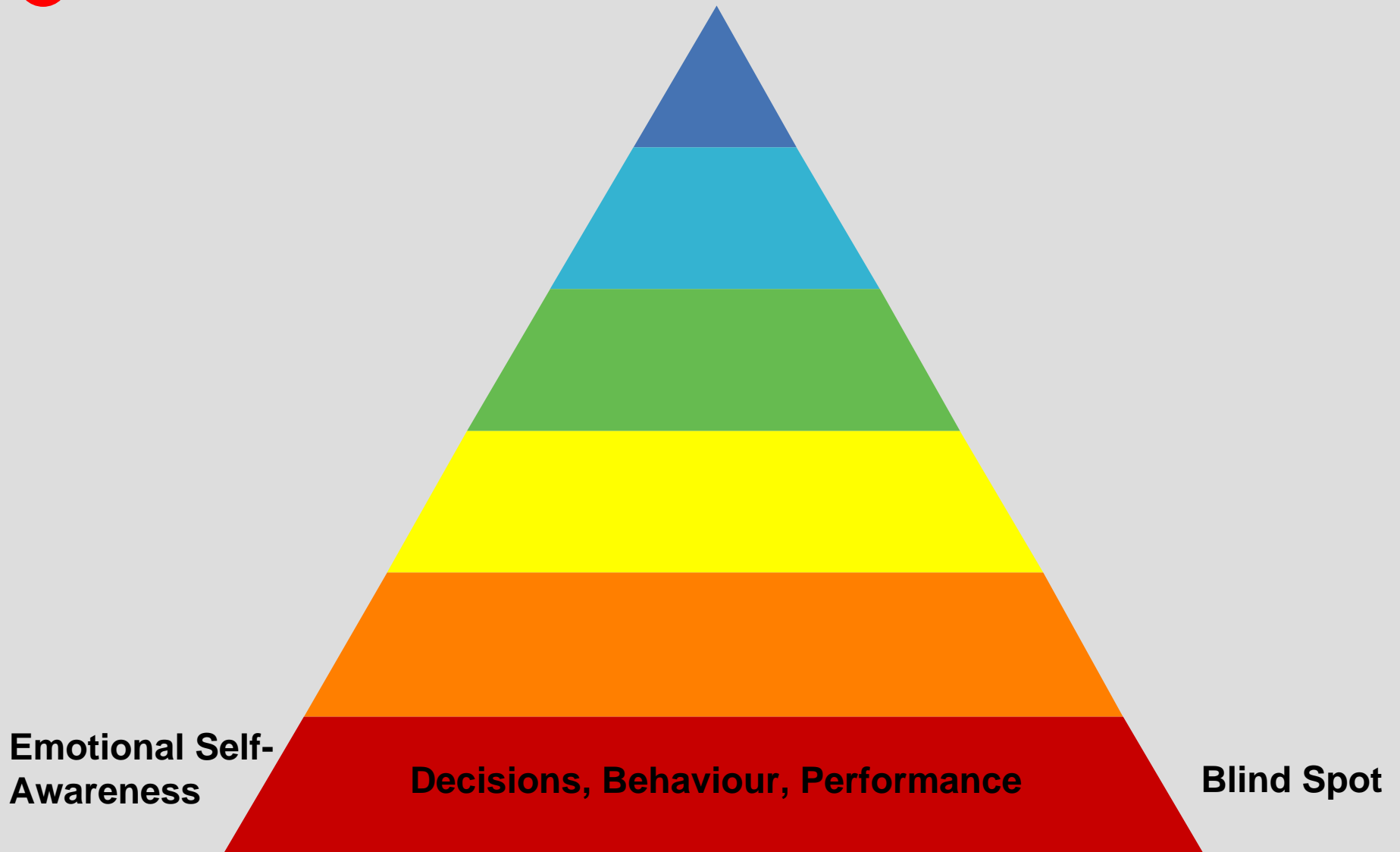
● Emotional Assessment Model

A tool for assessing, developing and measure results:

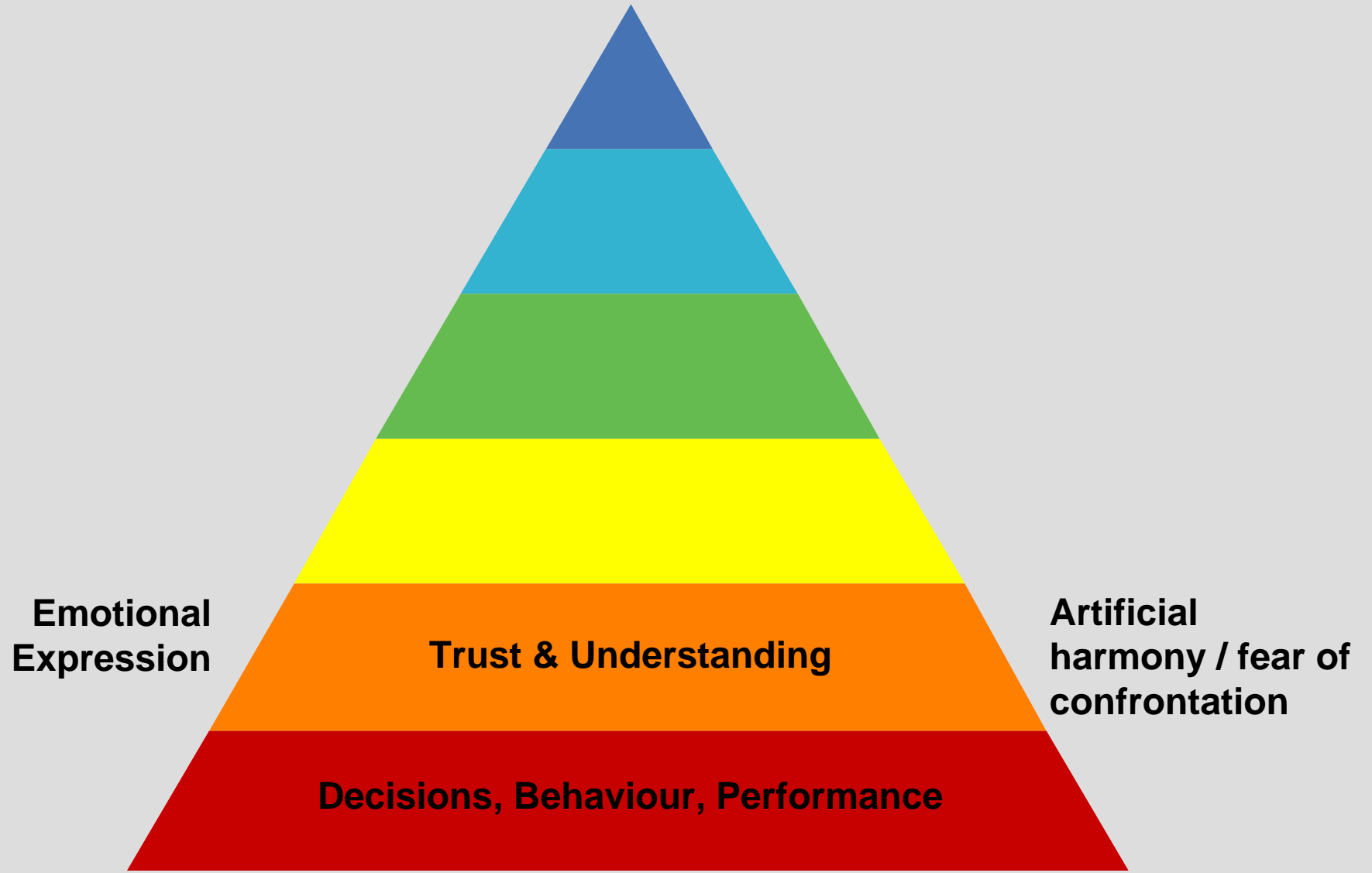
- Self
- 360 degree
- Team
- Organization



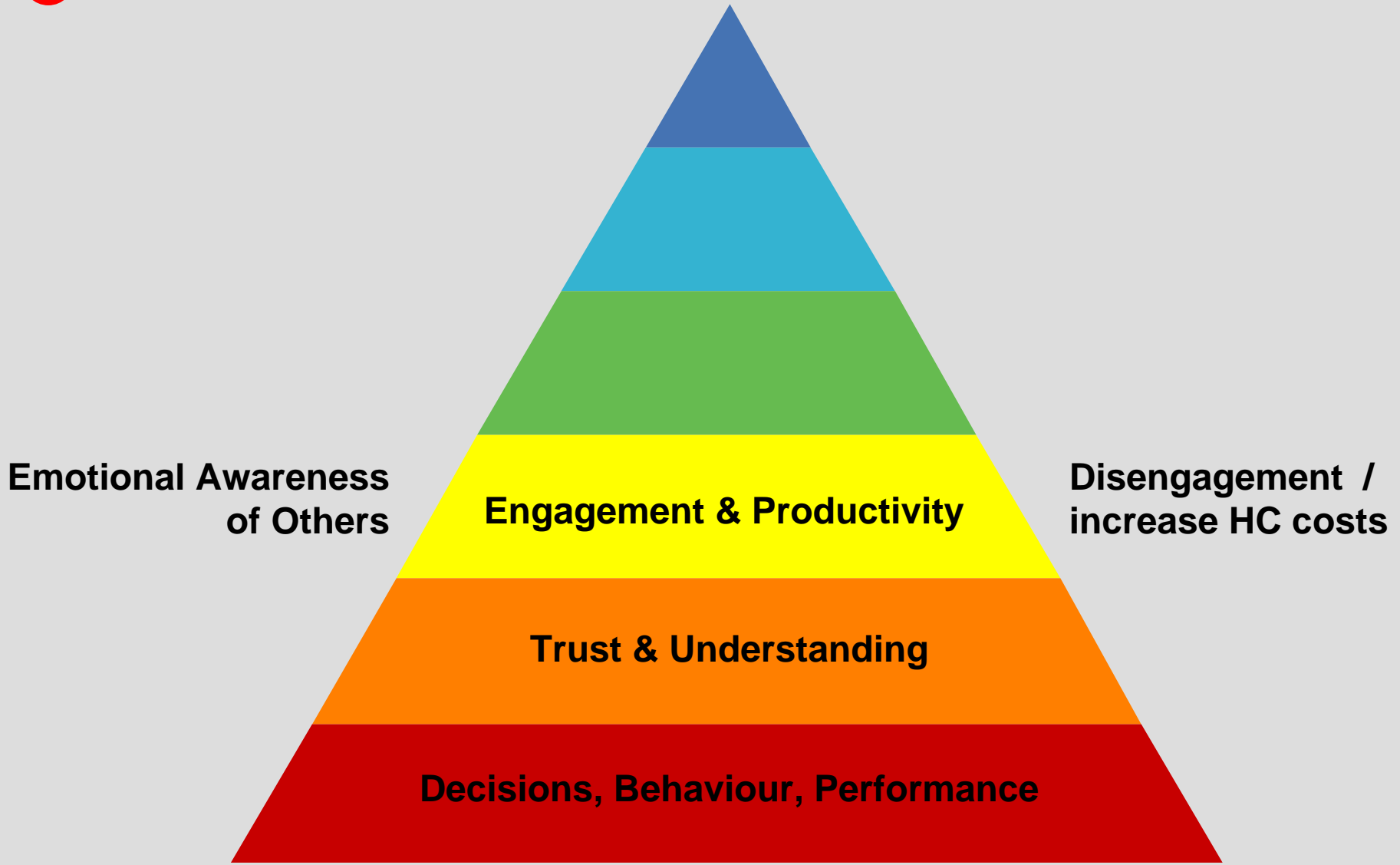
● Emotional Self-Awareness



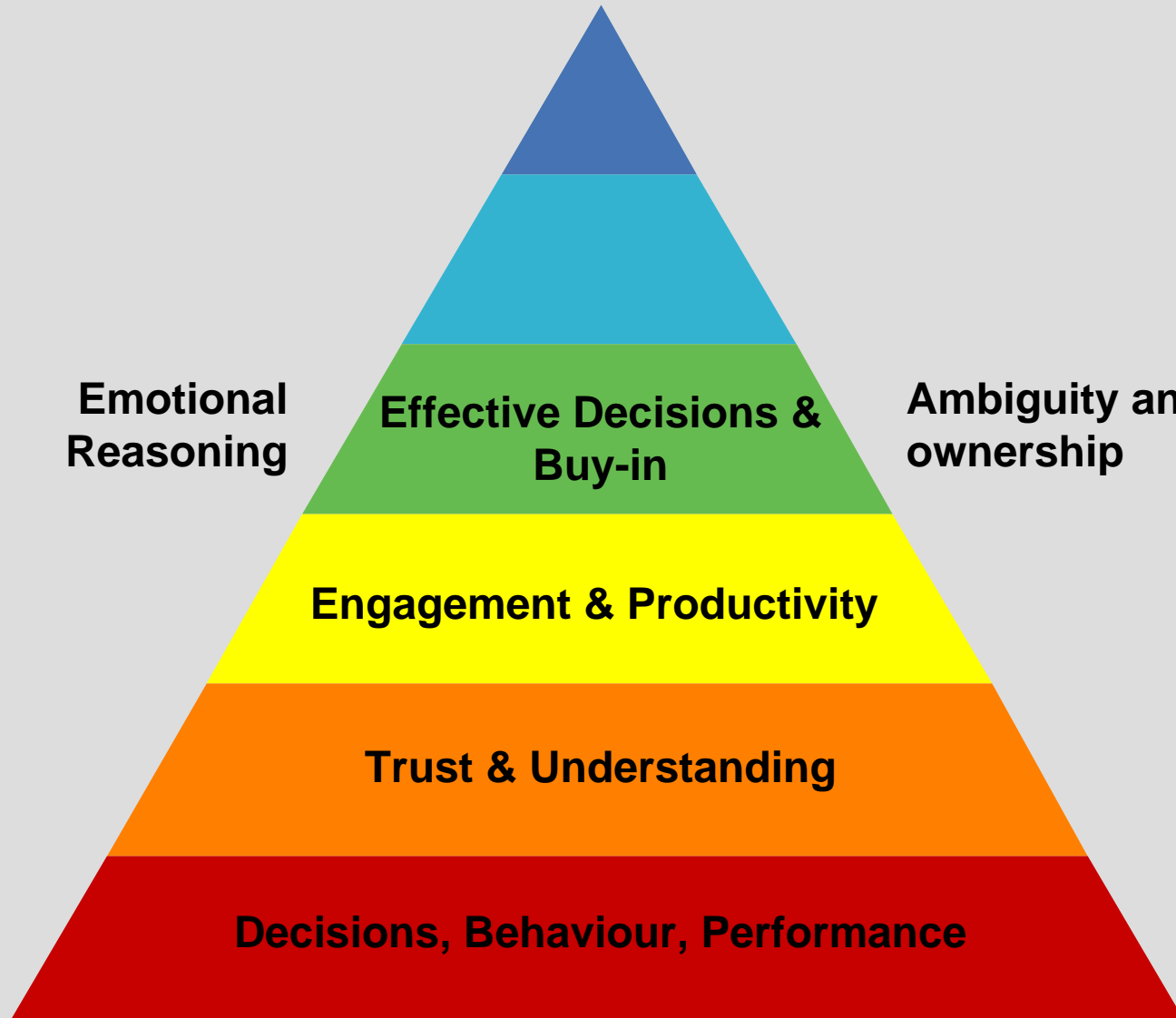
● Emotional Expression



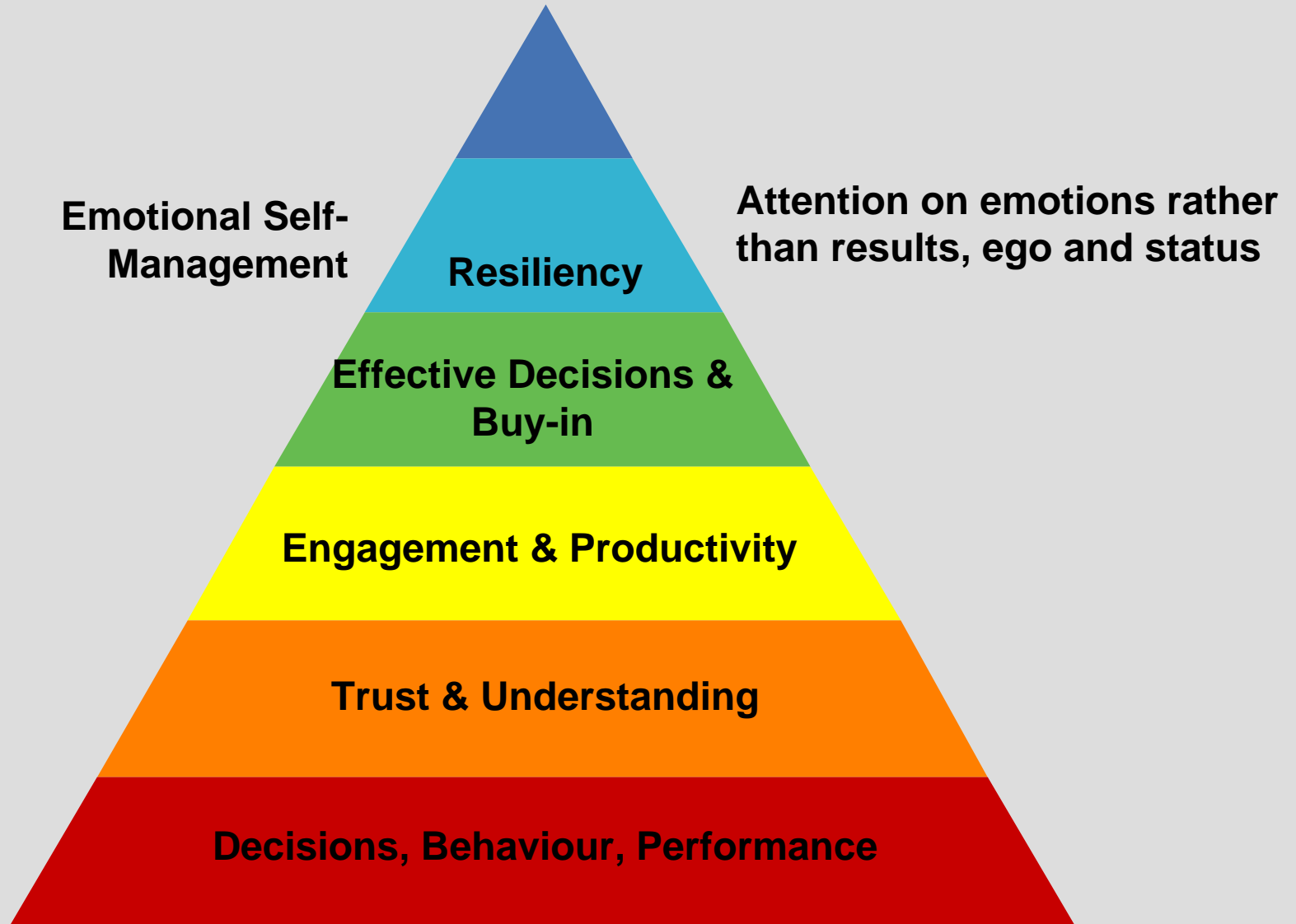
● Emotional Awareness of Others



● Emotional Reasoning



● Emotional Self-Management



● Emotional Management of Others



● Emotional Self-Control



● From Theory to Reality...

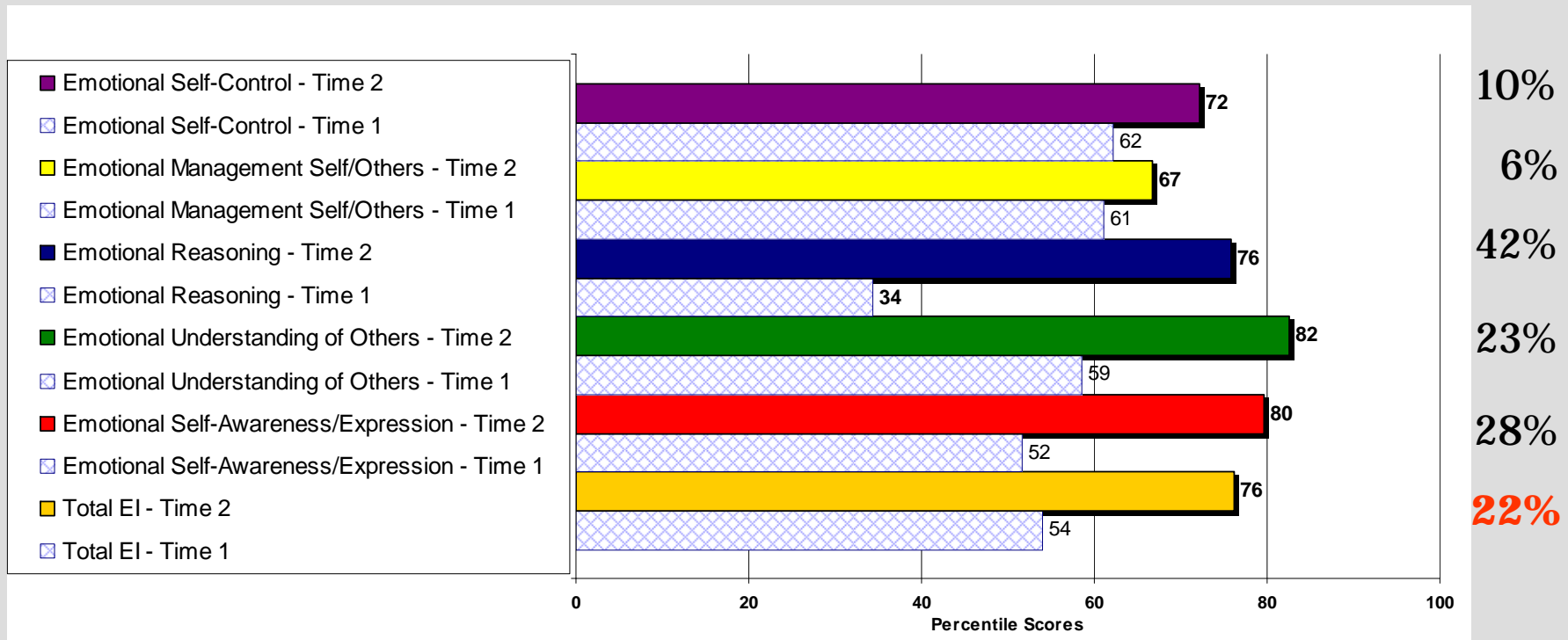


Coles Group Limited

Situation: Poor staff satisfaction and engagement survey results due to transactional leadership during change

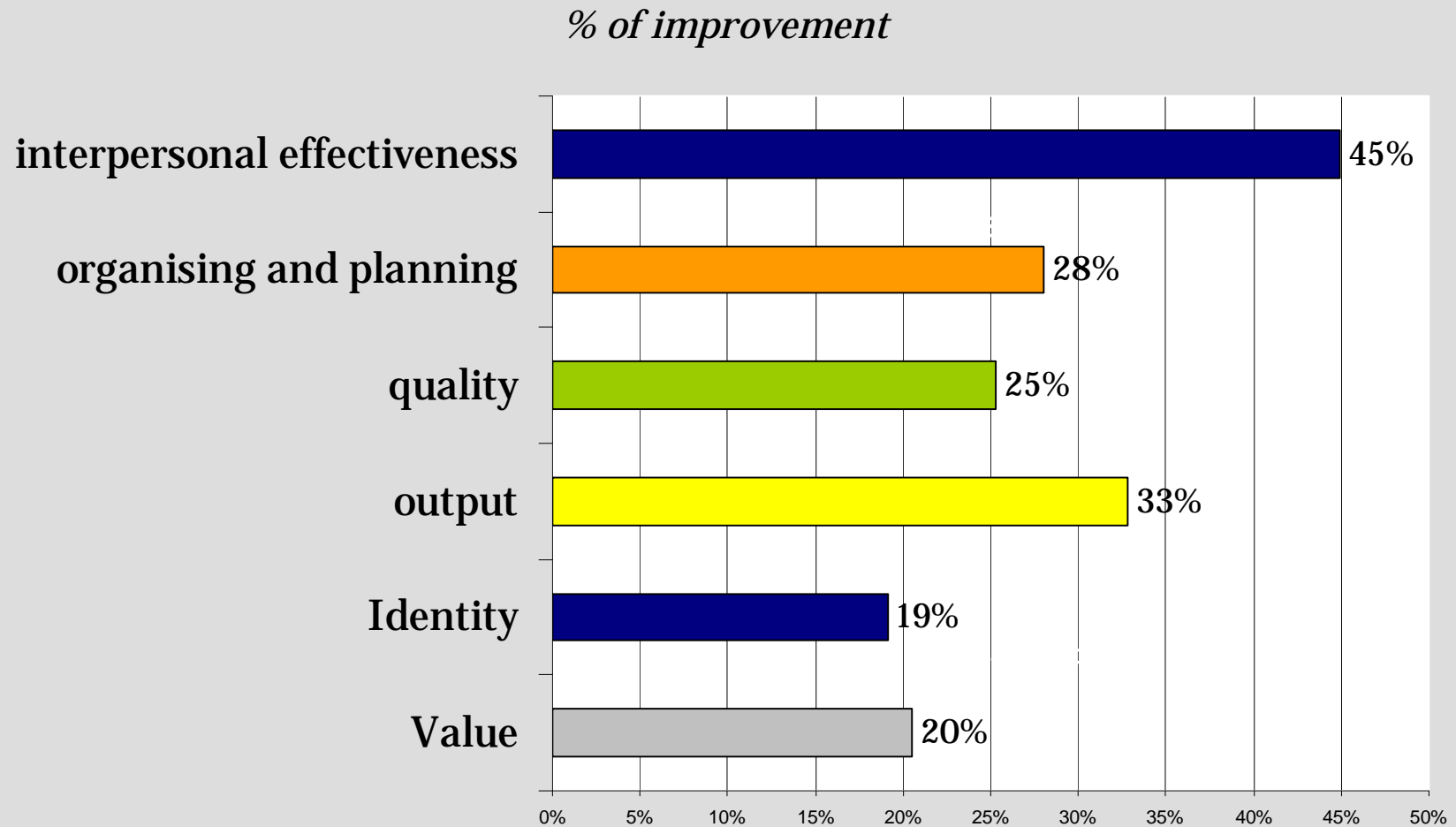
- Defined outcomes, pre and post programme
- Key executive support / involvement
- Branded the programme
- Workshops, one-on-one, small group sessions
- 35 senior managers

Improving Their Emotional Intelligence



A 22% improvement in the 35 leader's Emotional Intelligence led to...

- ...improved employee satisfaction, productivity and
- quality.



● In summary...

Emotional intelligence contributes to a leader's capability to...

- Engage employees
- Create a high performance workplace culture
- Make effective decisions
- Gain stakeholders buy-in into decisions and initiatives
- Create high quality professional relationships
- Identify talent
- Develop employee's tacit skills

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