

The Consulting Team

Leadership Tips:

Enhancing Emotional Intelligence

A Note from Marilyn ---

March 2014

The Consulting Team continues to receive many positive comments about our newsletter, Leadership Tips. We have 4,000 subscribers who continue to find our information helpful and easy to apply.



Our February issue of Leadership Tips, Emotional Intelligence: Path to Leadership, explored the theory held by psychologists and business leaders that two forms of intelligence are used to create able leaders and achieve breakthrough performance. Leaders who succeed have both smart thinking and the ability to harness the power of their Emotional Intelligence (EI). Using the concepts, skills, and practices of EI, you can focus your vision and direction towards energizing others to achieve breakthrough results.

This month we help you read your environment and ascertain your colleagues' receptivity to your goals and ideas. Practice helps you notice and reflect on how others react to your behavior. By understanding emotions, you can adjust your responses to better manage situations and social groups, increase collaboration, and motivate and influence others.

Warm regards,

Marilyn and the Team
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To review February Leadership Tips, Emotional Intelligence: Path to Leadership, go to http://www.theconsultingteam.com/documents/NL-201402-Emotional_Intelligence.pdf

Practice to Enhance Your Ability to Positively Affect Others

Sometimes people become focused on the task at hand and don't consider how what they say and do affects those around them. They need to practice awareness of others and their environment.

You can improve your sensitivity by a little "Monday morning quarterbacking," that is, analyzing past situations for clues of how people have reacted to your words, communication style, or actions.

Remember a time when a remark you made may have caused a negative reaction and left you thinking, What did I say to cause that?

Or think about when you have presented a new or challenging idea to your team, and their reactions were not as favorable as you wanted. Without realizing it, you may have pushed negative emotion buttons.

Wouldn't it be helpful to pick up behavioral cues in order to be attuned to emotional responses and to determine what others need from you?

Try this exercise when you:

- Experience a difficult meeting
- Fail to influence others in important matters
- Have problems coaching an employee

Reflect on how, in the future, you can improve the outcome of similar situations. Determine the following:

- 1) What you may have said or done to provoke a negative reactions
- 2) How others responded that indicated your approach was unsuccessful
- 3) What behavior they needed from you to respond favorably to your action or request
- 4) What you might choose to do differently to improve their receptivity

Situation:

1) Your comment or behavior:	2) Their response/ feeling:	3) Their need:	Your improved response:

Examples of Completed Exercises:

Situation: *You presented a new solution to a problem. Several people challenged your idea.*

Your comment or behavior:	Their response/ feeling:	Their need:	Your improved response:
Cut challengers off mid-sentence	Discounted	Respect	"Sorry, please finish."
"I don't like that idea."	Anger	"Consider my point of view."	"Let's look at the fact sheet."

Situation: *You present a new work process.*

Your comment or behavior:	Their response/ feeling:	Their need:	Your improved statement:
"You are making too many errors."	Defensiveness, fear	Avoid punishment	"Here's a way to improve results."
"We will start immediately."	Confusion, discomfort	Clarity, support	"Let's build our new process using 'what's working!'."

Emotional Intelligence Workshop:

*To learn more about Emotional
Intelligence, and practice skills that:*

- *support more effective
leadership,*
- *develop a personal plan to
improve your ability to influence,
motivate, and inspire, and*
- *benefit your organization.*

*Contact The Consulting Team,
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For over 20 years the consultants of The Consulting Team have helped their clients solve difficult organizational and people problems. The Consulting Team, LLC, founded by international author, speaker, and certified management consultant Marilyn Manning, PhD, is a recognized expert in communication, training, facilitation, coaching, leadership development, change, conflict mediation, strategic planning, and team building. 94% of our work is repeat business.