

One of The Institute's **worksheets** series, to help you improve your leadership skills and capability, making you a better leader

This worksheet, based on the Spotlight 'Emotional Intelligence,' will focus on the importance of Emotional Intelligence and the ways to develop and improve your leadership style and interactions with others.

You should take approximately **two hours** to complete this worksheet and read the accompanying Spotlight

The Concept of Emotional Intelligence (EI)

Emotional Intelligence (EI) or Emotional Quotient (EQ) at work is about how people and relationships function; it is about leadership, teamwork, management skills and partnership.

Select the five components of EQ and provide a definition of each in your own words:

<p>Component:</p> <p>Definition:</p>	<p>Influence</p> <p>Self-awareness</p> <p>Internal motivation</p> <p>Confident</p> <p>Self-regulation</p>	<p>Leadership</p> <p>Empathy</p> <p>Trustworthiness</p> <p>Social skills</p>	<p>Component:</p> <p>Definition:</p>
<p>Component:</p> <p>Definition:</p>	<p>Component:</p> <p>Definition:</p>	<p>Component:</p> <p>Definition:</p>	<p>Component:</p> <p>Definition:</p>

Emotional Intelligence (EI)

Emotional intelligence is becoming increasingly more important to success in the digital future of work. The ability to regulate emotions that impact on your leader role and additionally the people you interact with requires flexible skills which can be developed. Founded on good practice and an understanding of communication, an organisation that is emotionally intelligent is one which enables this. **Now take some time to reflect on your own emotional intelligence whilst at work and consider what you need to pay more attention to:**

Practice observing how you feel	Pay attention to how you behave	Question your own opinions
Take responsibility for your feelings	Take time to celebrate the positives	Don't ignore the emotional triggers



Worksheet

Appreciating Diversity: Emotional Intelligence

Developing Your EI Skills

Organisations depend on the people who work for them to be highly engaged and quickly adaptable to internal and external change. As the culture of emotional intelligence grows within your organisation you will see levels of absenteeism drop and engagement levels increasing. It is therefore important to develop your own skills to be a better leader. Continuing to develop gives a wider knowledge and builds confidence.

Using the template below, identify how you will use your time to develop EI to become a better leader. Some objectives are listed, but add additional objectives to suit your development needs:

My Objectives	How I will achieve this	Resources I will need	Costs	Timescale	Measure of success	Impact: L/M/H
Learn from peers with higher EQ than me						
Find out more about EI and its impact						
Learn from my mistakes						
Review my leisure activities						
Learn something new at work						

Review

How would you start a conversation with your manager to gain opportunities to help you to further develop your EI skills?

All references are cited in The Institute of Leadership & Management (2018) 'Spotlight on Emotional Intelligence'

Authenticity - Self-Awareness - Emotional Intelligence

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