

## EMOTIONAL INTELLIGENT LEADERSHIP SKILLS

<b>Unit Standard</b>	<b>120305 - Analyse the role that emotional intelligence plays in leadership</b>
<b>Qualification Field</b>	<b>Field 03 - Business, Commerce and Management Studies</b>
<b>NQF</b>	<b>5</b>
<b>Credits</b>	<b>4</b>
<b>Duration</b>	<b>2 days</b>
<b>Organisational Development Area</b>	<b>Business Management</b>

### SYNOPSIS

Emotional Intelligence can help managers to become highly successful, competent, assertive and inspirational leaders. Emotional Intelligent leaders are better equipped to deal with the new generation of employees because:

- Current employees do not accept the autocratic style often adopted by leaders following historical models of leadership;
- Leadership has had to evolve to match a growing sense of democracy and independence in the workplace;
- Employees now have far more choices than employees in the past had, due to technological advancements, family orientation, education and advanced communication tools.

Higher levels of emotional intelligence are associated with better performance in the workplace, this includes the following:

### COURSE OUTLINE

- Participative management;
- Putting people at ease;
- Self-awareness, impulse control and stress tolerance;
- Balance between personal life and work;
- Truthfulness and equanimity;
- Creating and maintaining solidified, well rounded and developed relationships;
- Doing whatever it takes: independence and assertiveness;
- Decisiveness;
- Confronting problem employees;
- Change management.

## **COURSE OUTCOMES**

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Effectively implement the theory of Participative Management so that the manager reflects the importance of getting buy-in at the beginning of an initiative;
- Creating a sense of "Putting People at Ease" that gets at the heart of making others relaxed and comfortable in your presence;
- Establish the concept Self-Awareness that will allow the manager to have an accurate understanding of their strengths and weaknesses. Ratings on self-awareness were related to impulse control and stress tolerance;
- Establish a good balance between Personal Life and Work measures to the degree to which work and personal life activities are prioritised so that neither is neglected;
- Gain the character traits of truthfulness and equanimity, so the manager will remain calm in a crisis and recover from mistakes;
- Implement the art of creating and maintaining solidified, well rounded and developed relationships;
- Accurately establish an attitude of "Doing Whatever It Takes", which has to do with persevering in the face of obstacles as well as taking charge and standing alone when necessary were related to two of the emotional intelligence scales: independence and assertiveness;
- The ability to confront problem employees, so the manager will act decisively and fairly when dealing with problem employees, using the measure of assertiveness;
- Understanding the concept of Change Management which is the final measurement scale to be connected with emotional intelligence.

## **1/2 DAY WORKSHOP OUTLINE**

- Manage behaviours that stop you from establishing optimal performance;
- Understand the holistic strategies for building and maintaining energy levels at work;
- Develop more effective and positive influential communication strategies;
- Gain mastery over skills that research has identified as the most powerful predictor of success;
- Learn how to use emotional strengths that build effective work driven relationships.