

## LEADING THROUGH EMOTIONAL INTELLIGENCE



**MARCH 28-29, 2018**

### CONTEXT & OBJECTIVES

“A leader’s intelligence has to have a strong emotional component. He has to have high levels of self-awareness, maturity and self-control. She must be able to withstand heat, handle setbacks and when those lucky moments arise, enjoy success with equal parts joy and humility. No doubt emotional intelligence is more rare than book smarts, but my experience says it is actually more important in the making of a leader. You just can’t ignore it.” -**Jack Welch**, chairman of GE, speaking to the Wall Street Journal

### What will you learn?

- Discover what EI is and why it matters
- Understand the concepts of EI for developing resonant leadership qualities
- Define EI and understand how it relates to effective leadership
- Understand and apply principles and methods for self-awareness, emotion regulation and management, social awareness for understanding others and building and managing relationships
- Diagnose the negative consequences of unmanaged emotions and low EI in leaders, individual contributors, teams, and organizations
- Increase your level of EI in five critical areas
- Apply the principles of EI to key leadership activities

### How you will benefit?

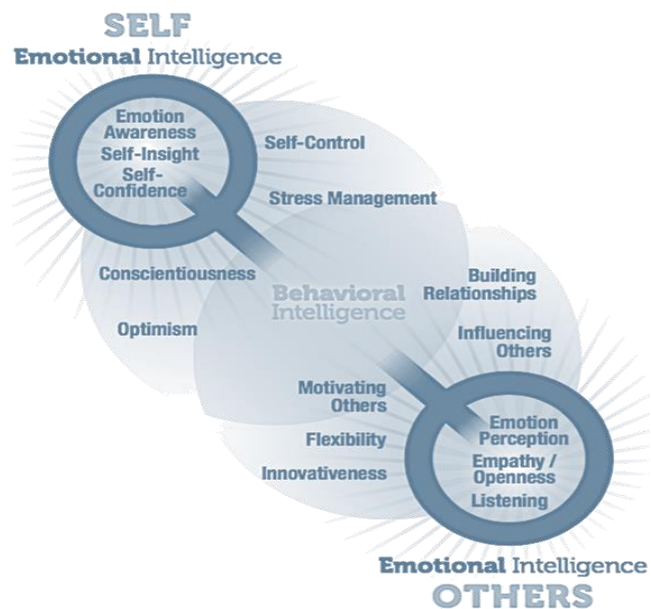
- Increased Self-Awareness - Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes being aware of how you tend to respond to specific situations and people.
- Improved Self-Management - Your ability to use the awareness of your emotions to positively direct your behavior - managing your emotional reactions to situations and people.
- Increased Social-Awareness - Your ability to accurately read the emotions of others and understand what is really going on. Being able to effectively see and navigate the organizational culture.
- Improved Relationship Management - Your ability to use the awareness of your emotions and the emotions of others to successfully manage interactions and relationships.

### Learning outcomes

- Understand the social neuroscience of emotions and emotional intelligence
- Improve your management of emotions
- Enhance your relationships within and outside of the workplace
- Facilitate difficult conversations with confidence
- Feel less stressed and be better equipped to manage high work demands and stress
- Create a positive work environment for others
- Facilitate high performance

### Learning Blocks of the Program

Emotional Intelligence has two elements - related to oneself and also awareness of others. The Program is built between these two key areas as it visualized below.



## Module 1

### Personal Competence (What I see...)

#### Day 1: Emotional Intelligence – Self Emotion

*Awareness* - awareness of one's own emotions and their impact on outward behavior.

*Self-insight* - the accuracy of one's awareness of personal strengths and limitations. Includes openness to feedback and self-development

*Self-confidence* - feelings of self-worth and personal competence. An indicator of confidence and the ability to convey this confidence to others.

#### Day 2: Behavioral Intelligence – Self Self-control -

the ability to control emotions and impulsive urges. It is an indicator of ability to stay composed and focused

*Stress Management* - the ability to withstand pressure and regulate reactions to stress

*Conscientiousness* - the capacity to take personal responsibility for performance

*Optimism* - the ability to maintain a positive perspective and achieve goals even in difficult circumstances.

## METHODOLOGY

Training sessions are designed to be interactive. What makes persons learn profoundly and sustainable is what they engage in. We use a minimized time of teaching intervention and maximize their learning impact by providing short orientation inputs, usually bringing a concept and at least one (mental) tool together, then either an immediate exercise or real implementation for individual / group engagement.

- Impulses
- Examples / case studies / role plays
- Discussions
- Interactive groups and group-work
- Open discussion / question rounds
- Moderated Trainer

## BEST FOR

Managers and leaders who want to enhance their overall performance and create an engaged, productive team and organizational culture.

## LANGUAGE

English (without translation)

## PARTICIPANTS

Max. 12 participants

## EXTRA

Participants will receive a complimentary copy of Leadership: The Power of Emotional Intelligence by Daniel Goleman.

**IMPORTANT** before attending this session, you will receive a link to the online Self-awareness inventory (Predictive Index) (completion time max. 10 minutes). To get full benefit from this program, you must complete the Inventory prior to the session and a printed copy of your results will be brought to class. (Your results are confidential.)

## INVESTMENT

150 EUR/day/person (excl. VAT)

## EXPERT



**Larissa Winter** is the owner and founder of Galagan ADVISORY®. Her work focuses on advising senior executives and their organizations operating in the CEE/SEE and GIS regions. She boasts 20 years' experience in law, HR and people development, and has held international management positions across the CEE/SEE and GIS regions. Larissa has a long

track record of successfully establishing, transforming and building up human resource functions, including strategic and operational leads, across the CEE and SEE regions in the consumer goods, oil/gas, financial/insurance, and IT/telecommunication industries. She is an accomplished HR strategist with a broad business operations background, strong change management skills, and experience providing leadership during organizational change. Over a period of 18 years, she was involved in leading and executing more than 50 merger and acquisition projects and over 70 change initiatives and post-merger/acquisition integration projects. In her last corporate HR role, she was responsible for more than 26,000 employees in 24 countries across the CEE region. She brings a wealth of knowledge to every project through her work on understanding cultural differences.

## PLACE & DATE

Tirana, Albania - March 28-29, 2018