

Emotional intelligence

the leadership edge

LUEMO
WORKPLACE WELLBEING

Developing emotional intelligence supports happiness and success in many areas of life, including in our work life and in leadership. Let's explore why emotional intelligence is important for successful leadership and how you can develop yours to your advantage.

Emotional intelligence is the human ability to recognise, understand and manage emotions effectively – both our own emotions and the emotions of others.

Emotions are a powerful force. Recognising, understanding, and acting on emotions can be highly effective – but equally, ignoring or acting on emotions can be detrimental and understanding the difference is one of the core principals of good emotional intelligence.

Great leaders tune into emotions and do the following:

- ✓ They recognise, understand and manage their own emotions
- ✓ They recognise, understand and manage the emotions of others
- ✓ They understand the connection between emotion and behaviour
- ✓ They can influence the emotions of others in a positive way to motivate behaviour that achieves business outcomes
- ✓ They can express their own emotions in a constructive way that builds connection, demonstrates authenticity, and invites others to feel comfortable and in turn express their emotions.

So how can we build our own emotional intelligence? Try these tips:

- ✓ Build self-awareness through reflection, seek honest feedback and get professional help if needed.
- ✓ Accept the new level of self-awareness and embrace the positive aspects and vow to work on the areas that you can improve.
- ✓ Practice physical self-regulation techniques such as mind calming, exercise and breathing, and sleeping to manage the physiological aspects of emotions.

- ✓ Know the difference between responding and reacting. Utilise your self-regulation techniques to take time to calmly consider a thoughtful response rather than reacting on immediate emotions without thinking.
- ✓ Focus on relationships and consciously consider the needs, ideas and perspectives of others ahead of your own in a non-judgemental way. Listen actively with absolute attention on the other person. Accept and acknowledge others emotions, personality and perspectives, even when they differ from our own.
- ✓ Proactively consider how workplace circumstances, changes or decisions may affect others emotionally. Ask, talk and acknowledge others' emotions respectfully and respond in a constructive way.
- ✓ Educate yourself about conflict as a manageable and positive force to drive positive change. Understand your role in conflict and as a leader, actively work with others to resolve conflict, find solutions, and restore professional working relationships.

Want to know more about effective mind management for better leadership?

- [Luemo members can read about mind management on the exclusive Luemo Resource Centre](#)
- [Luemo members can read more about leadership on the exclusive Luemo Member Resource Centre](#)



Reset for resilience

Sometimes when we are confronted with a daunting situation we can get confused, not know what to say/do and become overwhelmed. It's not a good feeling and we can feel trapped, lash out, withdraw or do things we regret later.

So how can you serve yourself better in the daunting situation? A good technique is to mindfully ask yourself these three questions: Who am I? Where am I? What do I want? By pausing and reflecting we can rise above the immediate emotions and can think more strategically about options and outcomes. You can use this technique for so many situations – try it to manage tricky workplace relationships, difficult assignments, parenting or even when pondering life choices.

Did you know...?

Dementia is a term used to describe a group of symptoms affecting memory, thinking and social abilities severely enough to interfere with daily life*.

Dementia is on the rise in our modern world and many of the known causes are lifestyle related and potentially controllable like: diet and exercise, excessive alcohol, high blood pressure, high cholesterol, depression, diabetes, smoking, air pollution and sleep disturbances (like sleep apnoea). So our day to day choices are important for our long term health!

*Facts and research from Mayo Clinic Research and Education



Resilient leaders build resilient teams!

Being a resilient leader is not about being tough, going it alone or knowing all the answers. It's mostly about behavioural choices, modelling the right behaviours and communication. Do you and your team want to know more about the key resilience behaviours? Why not book a team session or join

our Luemo Glo Leadership coaching program and learn the techniques? Sessions are available for groups, in a personal coaching format or in bite size micro coaching sessions delivered virtually and by video.

Get in touch to discuss your format options 1300 284 198.