

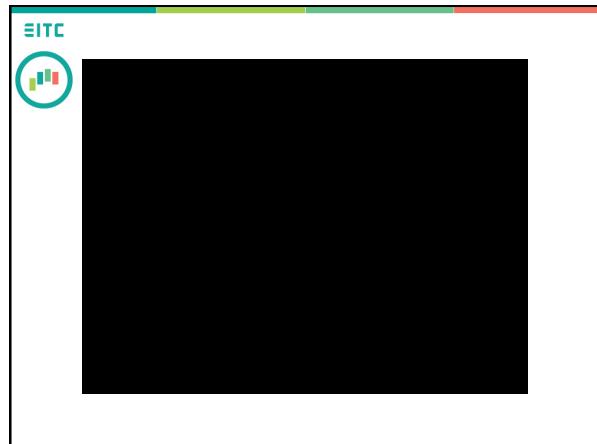
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Authenticity: a critical component of leadership

9-11 SEPT. 2018
ECP TRADESHOW AND CONFERENCE

SWS SWNS NY WD WNC WWT

EITC | The Emotional Intelligence Training Company Inc.
Know. Engage. Lead.



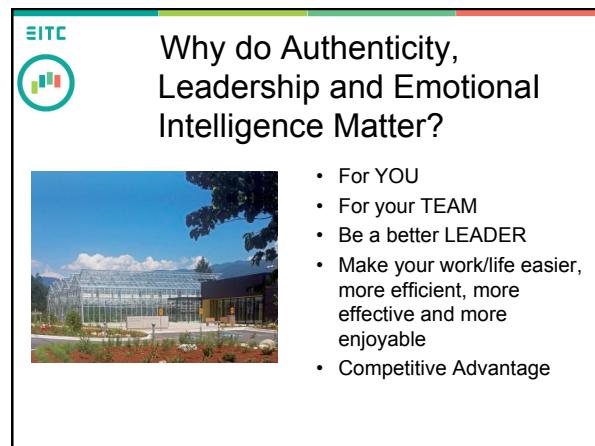
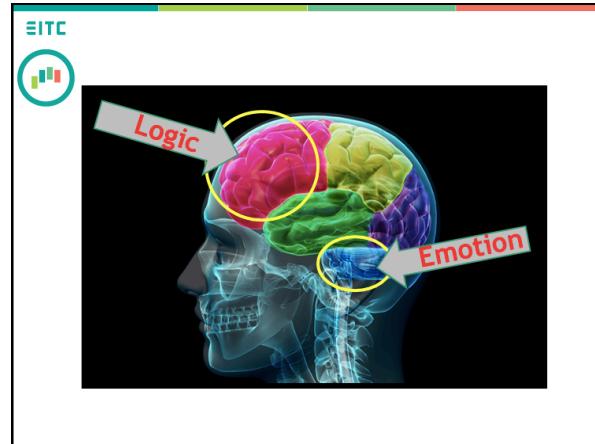
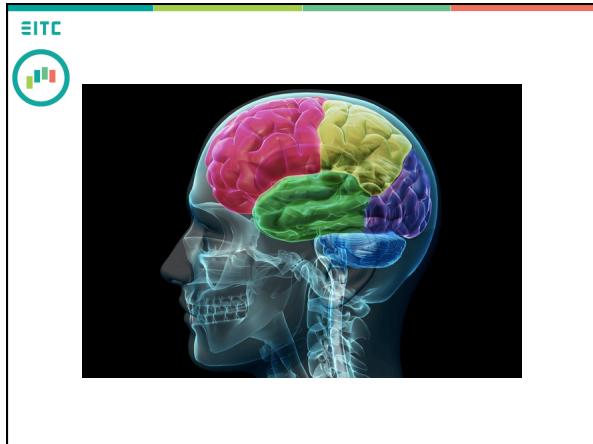
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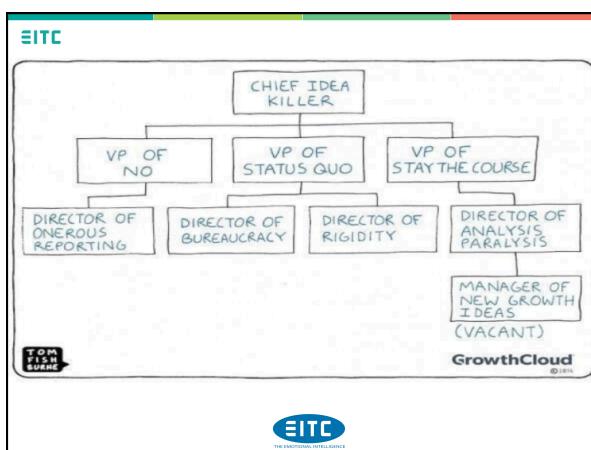
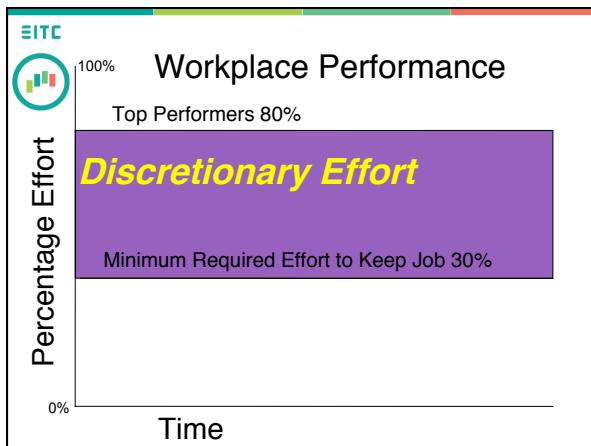
"Success in business today is 15% technology and 85% Emotional Intelligence."
Tom Peters, Author of *In Search of Excellence*

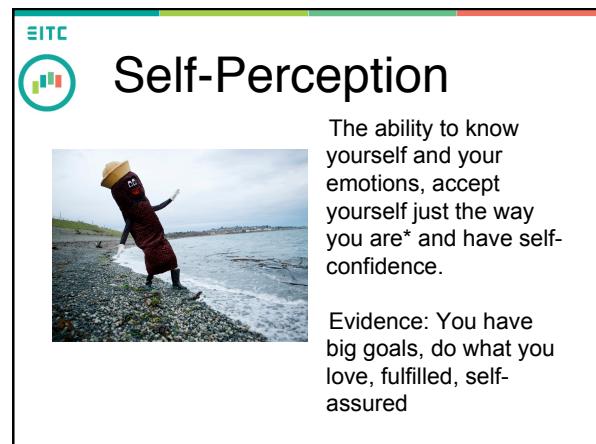
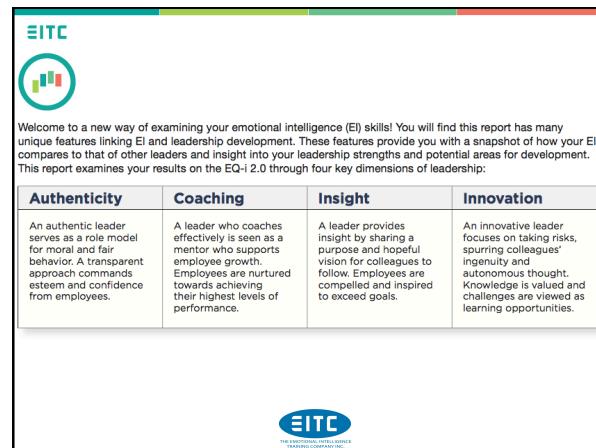
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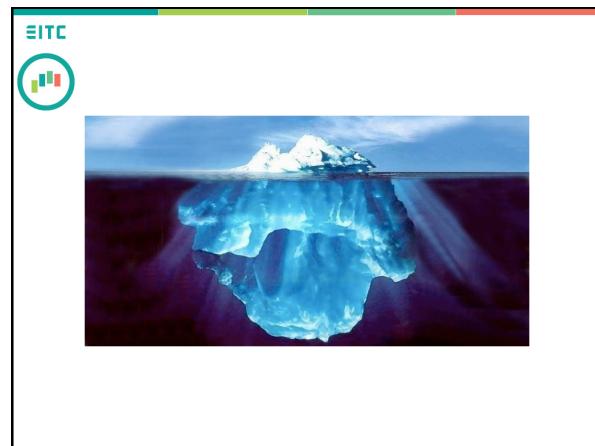
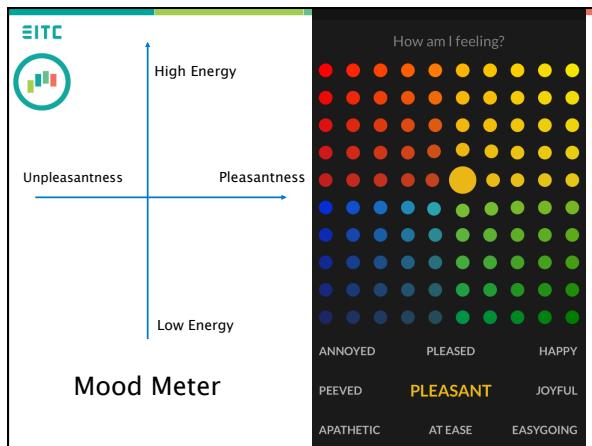
Best Leader/Worst Leader

Best or Worst	
Qualities	Impact
e.g. -open door policy	-made me feel supported in my work









Self Expression

- Openly and effectively expressing one's feelings, wants, needs and opinions freely.

Evidence: Others know you, you create the foundation for trust and great relationships

Exercise: Developing an Emotional Vocabulary

When was the last time you felt this emotion?
What was happening at the time (stimulus/trigger)?
How did you express this emotion (verbal/actions)?

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PAIN
IS INEVITABLE.

SUFFERING
IS OPTIONAL.

Buddha

www.meditationrelaxclub.com

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ABCD's of Assertiveness

- A) Feel: "I feel A..." (this is your 'truth', "impact")
- B) Because: "Because of B" (their actions/situation)
- C) Request: "I would prefer/I need/I would like C" (what you need or want)
- D) Dialogue: "How do you feel about that?" (encourage dialogue)

Your Needs
Aggressive

Others' Needs
Passive

Assertive

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Interpersonal

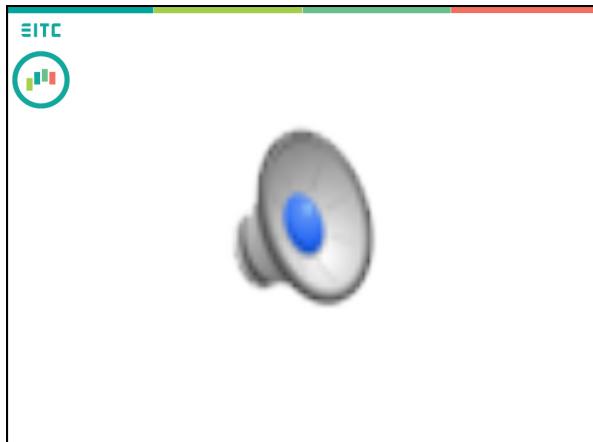
The ability to have meaningful connections with others.

Evidence: trust, loyalty, commitment, connection, understanding, effective teamwork

Connection happens beneath the surface

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"When dealing with people, remember that you are not dealing with creatures of logic, but with creatures of emotion."

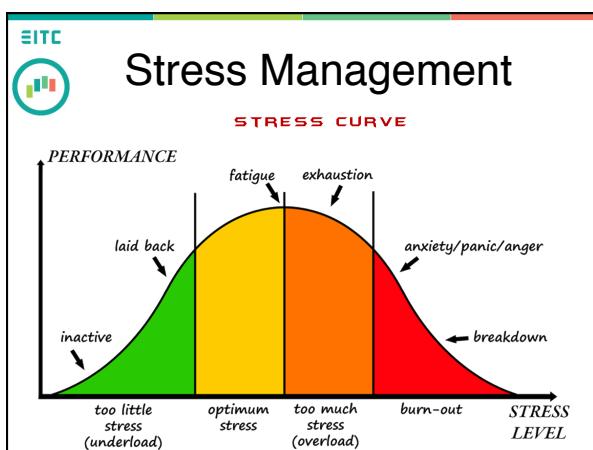


Decision Making

The ability to acknowledge and incorporate emotions into your decisions and understand the impact of emotions, versus 'leaving emotions out of it.'



Evidence: Come up with excellent solutions, consider all options, while minimizing unconscious bias, negative impact on others, and unnecessary delays



Everything can be taken away from a person except one thing – the ability to choose one's way, to choose one's attitude in any given circumstance.



Viktor Frankl
Man's Search for Meaning

