

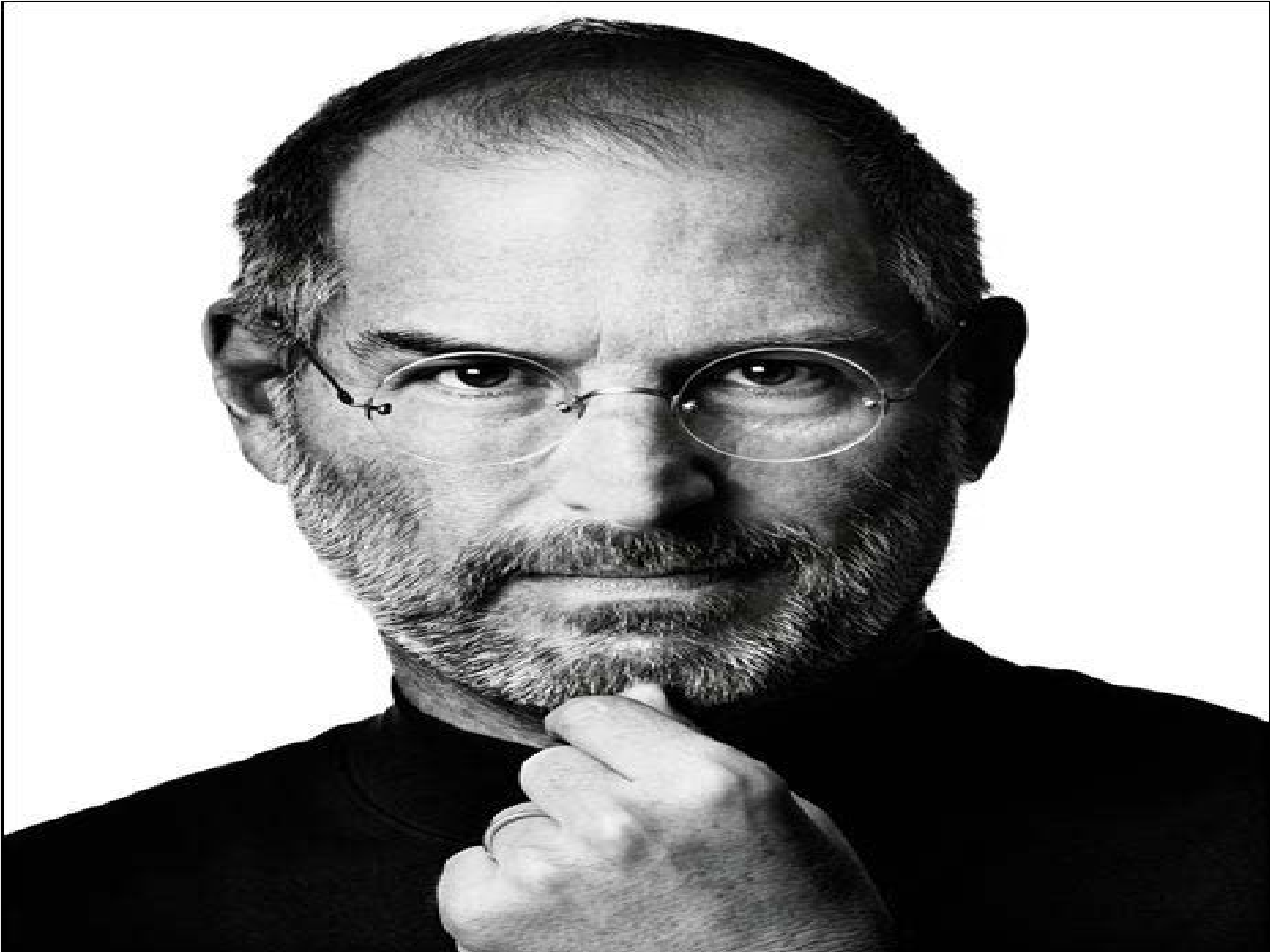


# LEADERSHIP PERFORMANCE: EMOTIONAL AND SOCIAL INTELLIGENCE

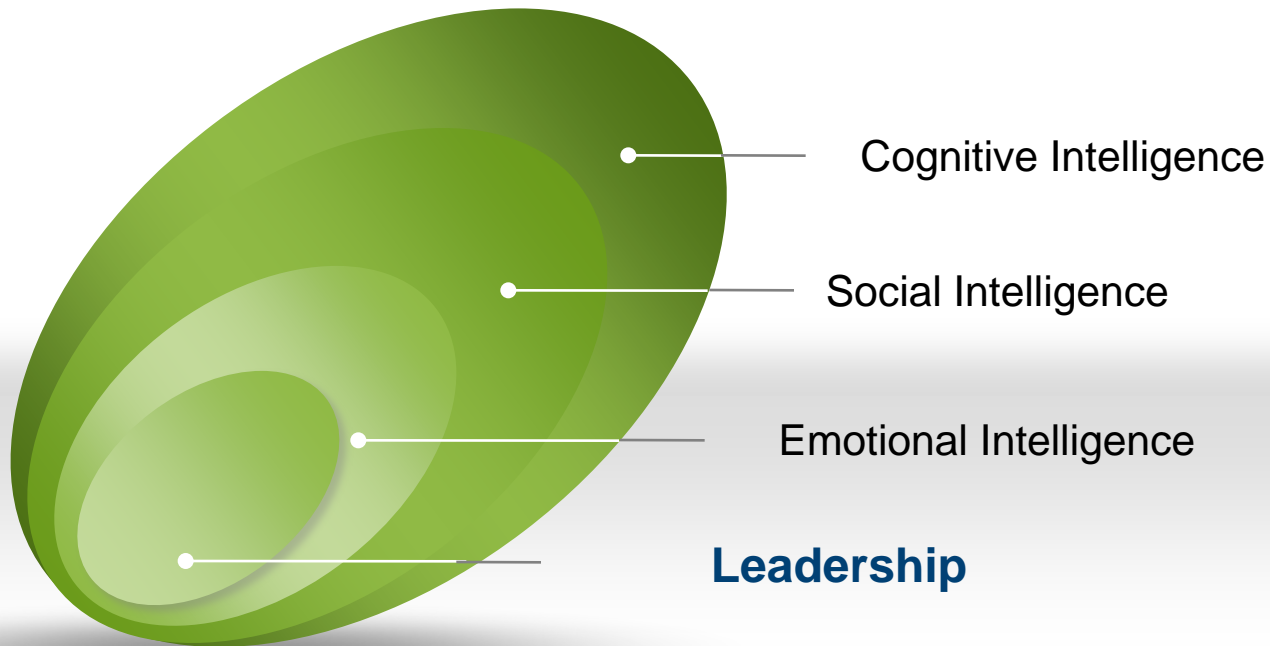
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# LEADERSHIP STRUCTURE



# LEADERSHIP DEFINITION

**Leadership is the competence to enable others within the organizational sphere of influence valuable**

# **ARE YOU A** REASONANT LEADER

- **Are you inspirational?**
- **Do you create a positive, hopeful emotional tone?**
- **Are you in touch with others? Do you know what is on people's hearts and minds? Do you experience and demonstrate compassion?**
- **Are you mindful—authentic and in tune with yourself, others, and the environment?**

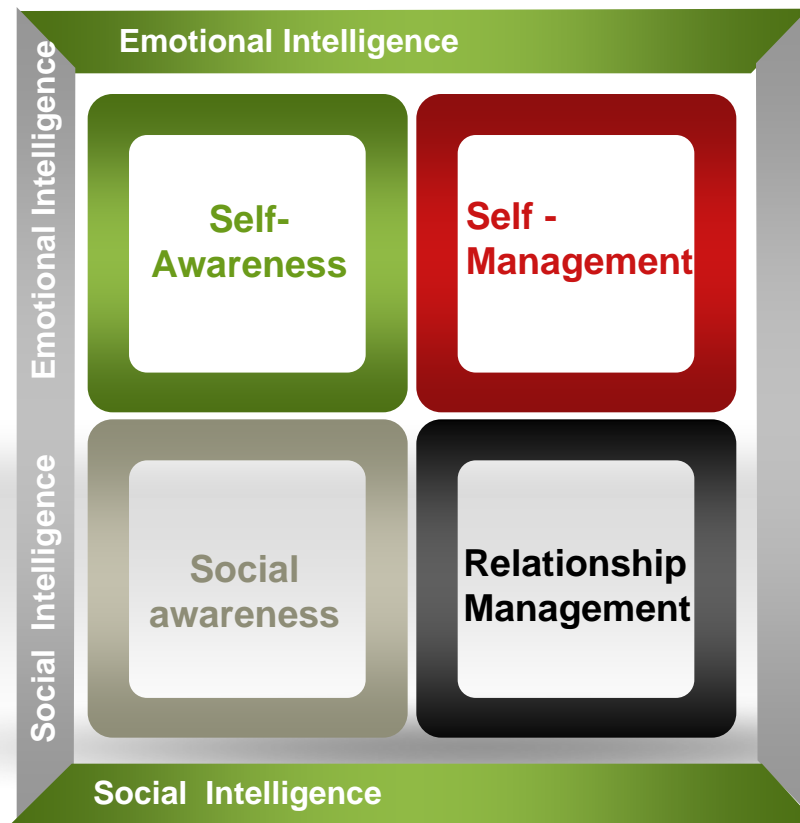
# EXERCISE

- Think of a leader for whom or with whom you worked one that brought out the best in you, one that you would gladly work with or for again
- Think of a leader for whom or with whom you worked one that you try to avoid, left you wishing for more, would help your organization more by working for a competitor

When You were Around Them, What Did They Say or Do?  
How Did They Make You and Others Feel?



# EMOTIONAL AND SOCIAL INTELLIGENCE INTEGRATION





# EMOTIONAL INTELLIGENCE – SELF AWARENESS



## 1. Self Awareness

- **Emotional Self-Awareness: Candid and authentic and can communicate their guiding vision**

# EMOTIONAL INTELLIGENCE – SELF MANAGEMENT



1. **Self-control:** Able to manage ones emotions and impulses, and stays calm and focused in times of crisis
2. **Adaptability:** Capability of juggling multiple demands without losing focus, and are flexible in dynamic change
3. **Achievement:** High personal standards for themselves and followers, focusing on pragmatic and attainable goals.
4. **Positive Outlook:** A 'glass half-full' attitude for opportunity versus threat dilemma.

# SOCIAL INTELLIGENCE – SOCIAL AWARENESS



1. **Empathy** – understanding other people; the ability to read non-verbal cues; listen attentively; respect and relate diverse backgrounds
2. **Organizational Awareness** – understand the power relationship in group and organizational settings; understand values and cultures; figuring out the informal decision-making process

# SOCIAL INTELLIGENCE – RELATIONSHIP MANAGEMENT



1. **Conflict Management** – the ability to handle difficult people, groups, with diplomacy and tact; transparency in conflict; win-win negotiation; reframing issue and consequences
2. **Coach and Mentor** – long-term development and learning of others; consequential feedback; personal balance sheet framing; demonstrate compassion
3. **Influence** – positive impact on others, thus supporting your ideas; building consensus; figuring out one's self-interest; support of key players

# SOCIAL INTELLIGENCE – RELATIONSHIP MANAGEMENT



4. **Inspirational Leadership** – to take on the role of leader, thus ones utilizes both position and individual currency to advance a common agenda; enhancing others value
5. **Teamwork** – working with others on a cooperative basis; sharing responsibility and rewards; building a framework for utilizing and enhancing individual talent for the benefit of others

# WHAT WE KNOW ABOUT GREAT LEADERS

- They inspire through *hope* and *vision*.
- They spread *compassion*.
- They are mindful: attuned to mind, body, heart and spirit.
- They inspire others by creating and maintaining resonance

# WHY DOES PEA AND NEA MATTER

Terms in psycho-physiological understanding.

**1.PNS (Parasympathetic Nervous System)** – reflects cognitive, emotional, perceptual, and behavioral openness and improves performance.

**2.SNS (Sympathetic Nervous System)** – reflects the opposite.

*Depending on the PNS / SNS neural activation, PEA or NEA are triggered responses*



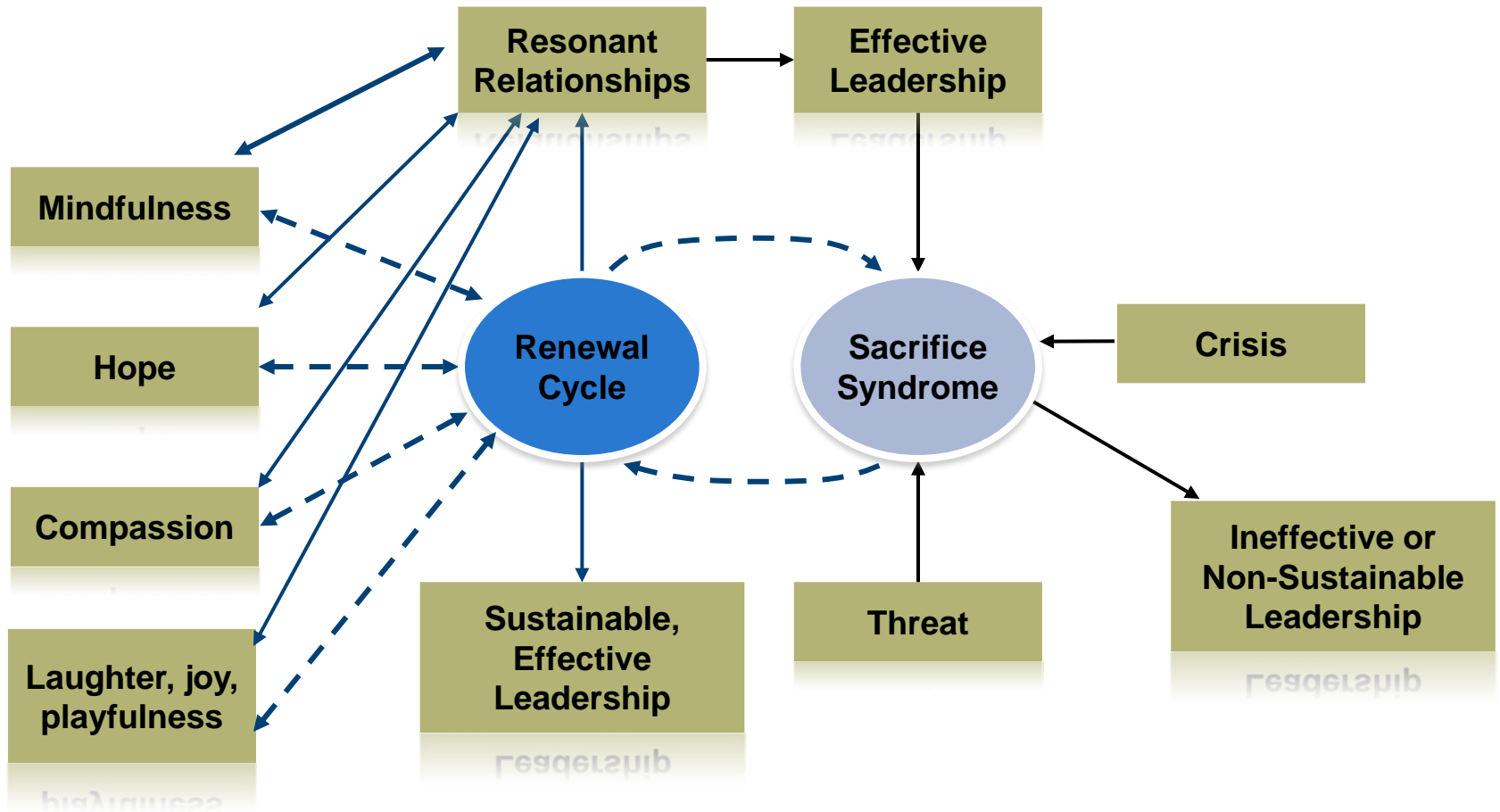
# SO WHAT IS PEA

- PEA is about a sense of joy, an optimistic view of the future, and excitement about one's passion, values, and purpose. (thus the Ideal Self)
- The endocrine response in the blood is the release oxytocin (women) and vasopressin (men). Thus the left prefrontal cortex, allows greater openness and performance.

# SO WHAT IS NEA

- NEA is associated with a coaching of compliance model. SNS releases endocrines of epinephrine and norepinephrine, which increases pulse rate, blood pressure, and rate of breathing. Cortisol is released (helps inflammation) but inhibits the immune system. It activates the right prefrontal cortex, which is associated with distrust and fear.

# THE CYCLE OF SACRIFICE AND RENEWAL



# EXERCISE

- Who helped you?
- Think back over your life and career
- Who were the people who helped you develop the most?
- What did they do and how did it make you feel?

# CONCLUSION

**Whose list will you be on?**

**The aforementioned emotional and social intelligence ideas, concepts, and frameworks were provided through the works of Richard Boyatzis, Daniel Goleman, and Annie McKee. The presenter attributes his knowledge and presentation to these authors.**