

Leadership Emotional Intelligence & You

Mandy Lacy PTSTA 0



Workshop Objectives

- Discuss EQ in relation to TA
- Experiences of leadership
- Soft skills = the 20 % making the 80% difference
- Transactional analysis connections

Mandy Lacy PTSTA O

- OD Consultant, project manager, trainer, supervision practice
- Recently completed 3 year project on workforce development initiatives and competencies for mental health & addiction
 - 20% making the 80% difference focus
- Wellington, business development, Developing national wellness workshops

Workplace Experiences



Has this ever been a familiar experience in a workplace near you?

Autonomy

Awareness (attending)

Being present, appreciating others, willingness to open up

Spontaneity (climate of sharing)

Allowing vulnerability, matching communication

Intimacy (Trust)

Creating joint stories, having shared experiences, building history with others

High point experiences of connecting

- Think back over over a leadership experience
- Reflect on the highs and lows that involved connecting with that leader
- Remember when you felt most enraged, alive, effective, and professionally fulfilled
- What are the 3 most essential features of the story?

Emotion Intelligence

- EQ as a predictor

Australian Police Force, US Airforce

- The capacities of empathy, social responsibility and social relations are deemed essential so the person can be as effective as possible in the designated role.

EQ Competencies

■ Goleman

Self awareness: knowing our own emotions and the effect they have on ourselves and others

Self management: how to manage our emotions - what are your triggers

Social skills: our ability to listen, to influence, to engage, to collaborate

Empathy: ability to be sensitive to others

Leadership highs lows

- Great Listener
- Encourager
- Communicator
- Courageous
- Sense of humour
- Shows empathy
- Decisive
- Takes responsibility
- Humble
- Shares authority
- Blank wall
- Doubter
- Secretive
- Intimidating
- Bad temper
- Self-centred
- Indecisive
- Blames
- Arrogant
- Mistrusts

Emotional Literacy - Steiner

- knowing what feelings we have, how strongly and why
- caringly recognising other people's emotions, their strength and reasons
- developing the love-centered ability to express or hold back our feelings so as to enhance the quality of our lives and the quality of life of those around us.

Soft Skills - 20% influencing 80%

“The 80/20 Principle (Pareto Law) asserts that a minority of causes, inputs or effect usually lead to a majority of the results, outputs or rewards. Taken literally, this means that, for example, 80 per cent of what you achieve in your job comes from 20% of the time spent.” Richard Koch

80/20 rule examples

- 20% of products usually account for 80% of the organisations profits
- 20% of criminals account for 80% of all crime
- 20% motorists cause 80% of the accidents
- 20% of your carpet gets 80% of the traffic
- 20% of your clothes will be worn 80% of the time
- And soft skills are the 20% that influence 80% customer/client service and satisfaction

Berne's Observations of Leadership

- **Responsible, Effective, Psychological**

- **Fluid:**

 - responsible to the members and can easily replaced

- **Viscid:**

 - responsible only to a special class is self-perpetuating and maybe irresponsible and autocratic.

- **Frozen:**

 - is self-perpetuating and maybe irresponsible and autocratic

Clarkson

■ The need to make meaning

The two most basic psychological needs of human beings are to work and to love.

Work is the most important ways of gaining our sense of efficacy or competency in the world. Human beings need to feel competent and useful in their working lives to maintain and develop a sense of self, of mastery and of competency.

1994 p 65

Fluid Intelligence

- Is the ability to step outside of our beliefs and consider information which does not fit into our previously accept view of reality.
- All of us are sometimes resistant to letting go of old beliefs, while at other times we are excited to explore new ways of thinking and being.
- www.transformationteam.net

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you want to see
Ghandi



Mandy Lacy

mandy@starpotential.co.nz

www.starpotential.co.nz

Phone (04) 473 7067

Mobile: 0275 2888 43

www.nztaa.org.nz