



**Enwealth 6th Global investment
opportunities conference held in
Cairo-Egypt
13th-17th May 2024**

Presentation Outline

1. Give an overview of what emotional intelligence is
2. Provide an appreciate the different perspectives/ dimensions of emotional intelligence
3. Provide an appreciation of the importance of emotional intelligence in leadership
4. Identify steps to take in order to develop emotional intelligence

**Disclaimer: I do not intend to give an academic lecture of emotional intelligence or go into the psychology aspect of emotional intelligence*

Emotional intelligence in Leadership

Introduction to emotional intelligence

- In the mid 60s, when generation X were just entering the workplace, all you needed was the right qualifications, adequate intelligence to get hired.
- In order to get ahead, you needed to demonstrate that you can be a hardnosed slave driver who can deliver results
- How you achieved the results didn't matter too much, regardless of the casualties you left behind. These are the people who caught the eyes of management and always got promoted and received the performance awards
- Towards the beginning of the 90s, organizations started to focus on the wellness of employees. This is the time employee engagement and retention started to “trend”
- Along with employee engagement, another another buzzword was added to the mix, and that is Emotional intelligence

What is emotional intelligence?

- There are many definitions of emotional intelligence
- For the purpose of this presentation, I will focus on the one that defines Emotional intelligence as the ability to understand you own emotions and how it affects the people around you and going ahead to manage them in order to foster healthy relationships

**The term emotional intelligence was first
coined by two researchers called:
John Meyer and Peter Salovey
But it was a psychologist called Daniel
Goleman who later popularised it**

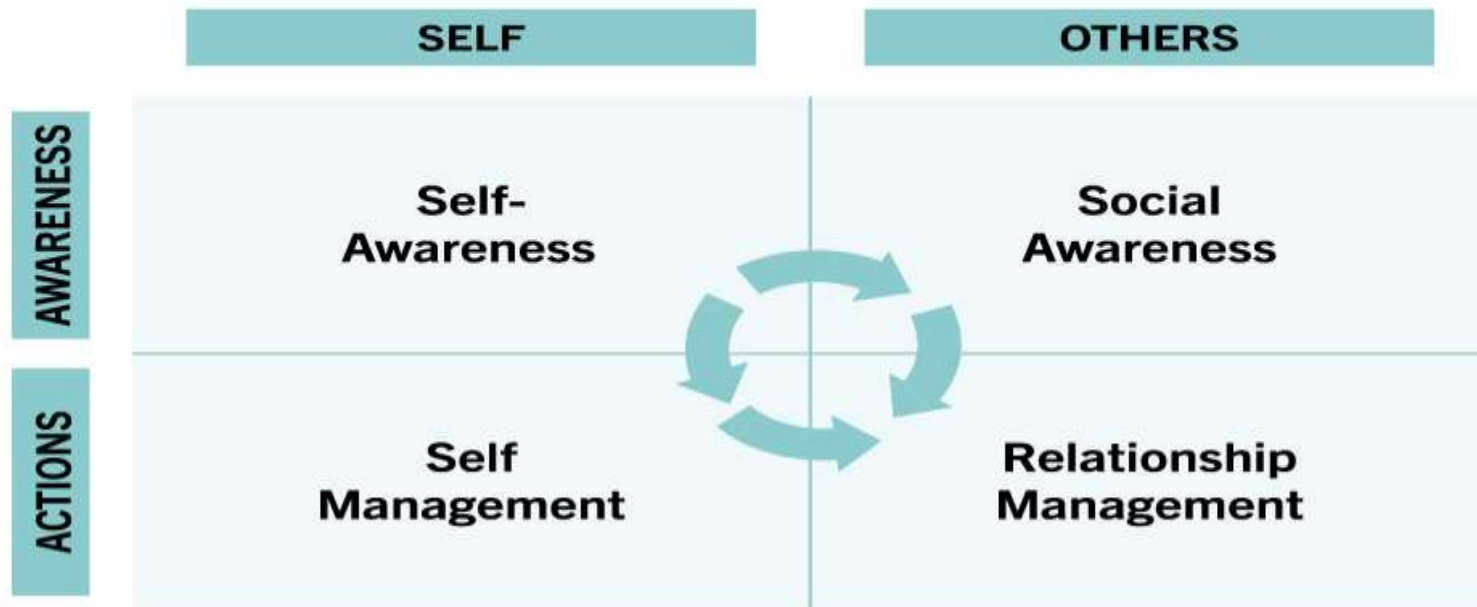
**Emotional intelligence is
therefore the ability to
percieve, express and
regulate emotions**

Dimensions of emotional intelligence

Daniel Goleman identified the following four dimensions of emotional intelligence:

- Self awareness
- Self management
- Social awareness (Social intelligence)
- Relationship Management
- There is a 5th dimension called empathy

4 Core Competencies of Emotional Intelligence



Understanding the dimensions of emotional intelligence

Self awareness

- The ability to understand your strengths and weaknesses**
- 95% of people think they're self aware, but they are not**
- Strive to bring out the best in yourself to win with people**
- One way to assess self awareness is the 360⁰**
- The 360⁰ gives you insights into your behavior**

Self Management

- The ability to manage your emotions**
- Without self mangement, leaders tend to react, unable to keep their impluses in check**
- You need to be more intensional in the way you respond to stress and adversity**

Social awareness

- Refers to the ability to read the mood in the room**
- Also refers to ability to understand the dynamics within your external environment**
 - Socially aware leaders practice empathy, which enables them to collaborate more effectively with others**
- Center for creative leadership found that leaders who show more empathy towards their employees are viewed to be better performers**

Relationship Management

- Refers to the ability to influence, coach and mentor others.**
- Also the ability to solve conflicts quickly and effectively**
- Research has shown that unaddressed conflict can waste upto 8 hours aday of company time in gossip, unproductive activities and wasted resources**

Empathy

- Empathy is the ability to take on another person's perspective
- To understand, feel, share and respond to their perspective
- In other words, empathy is the ability to see things from another person's perspective and identify with their emotions
 - Empathy arise as part of human development
- Those with higher empathy are more likely to function better in the society as a result of developing better interpersonal relationships

The implication of high emotional intelligence, therefore is positive relationships that foster productivity

Qualifications and technical skills could have opened for you the door into your job/career/Business, but that alone is not adequate to sustain you at higher levels in your career

Why is emotional intelligence important in leadership?

- If you aspire to senior leadership roles, either in politics, in corporate, business and even in the community, emotional intelligence is one of the skills you must acquire.
- Emotional intelligence is that competence that will enable you successfully coach and develop teams, manage stress, deliver feedback and collaborate with others

**Today, emotional intelligence
is one of the most sought
after competence in the work
place, especially at senior
leadership**

According to Goleman, the most effective leaders all have one thing in common: they have a very high degree of what has since come to be known as emotional intelligence (EQ)

A researcher from a company called Talent Smart found that emotional intelligence is the highest predictor of good performance.

**Emotionally intelligent
leaders are more likely to say
calm under pressure, resolve
conflict and respond to co-
workers with empathy.**

Low Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational

Glib
Selfish
Impulsive

Resistance to Change
Passive
Unresponsive
Slow

Critical
Picky
Fussy
Perfectionistic

High Emotional Intelligence

Assertive
Ambitious
Driving
Strong willed
Decisive

Enthusiastic
Sociable
Persuasive

Patient
Stable
Predictable
Consistent

Detailed
Careful
Meticulous
Neat

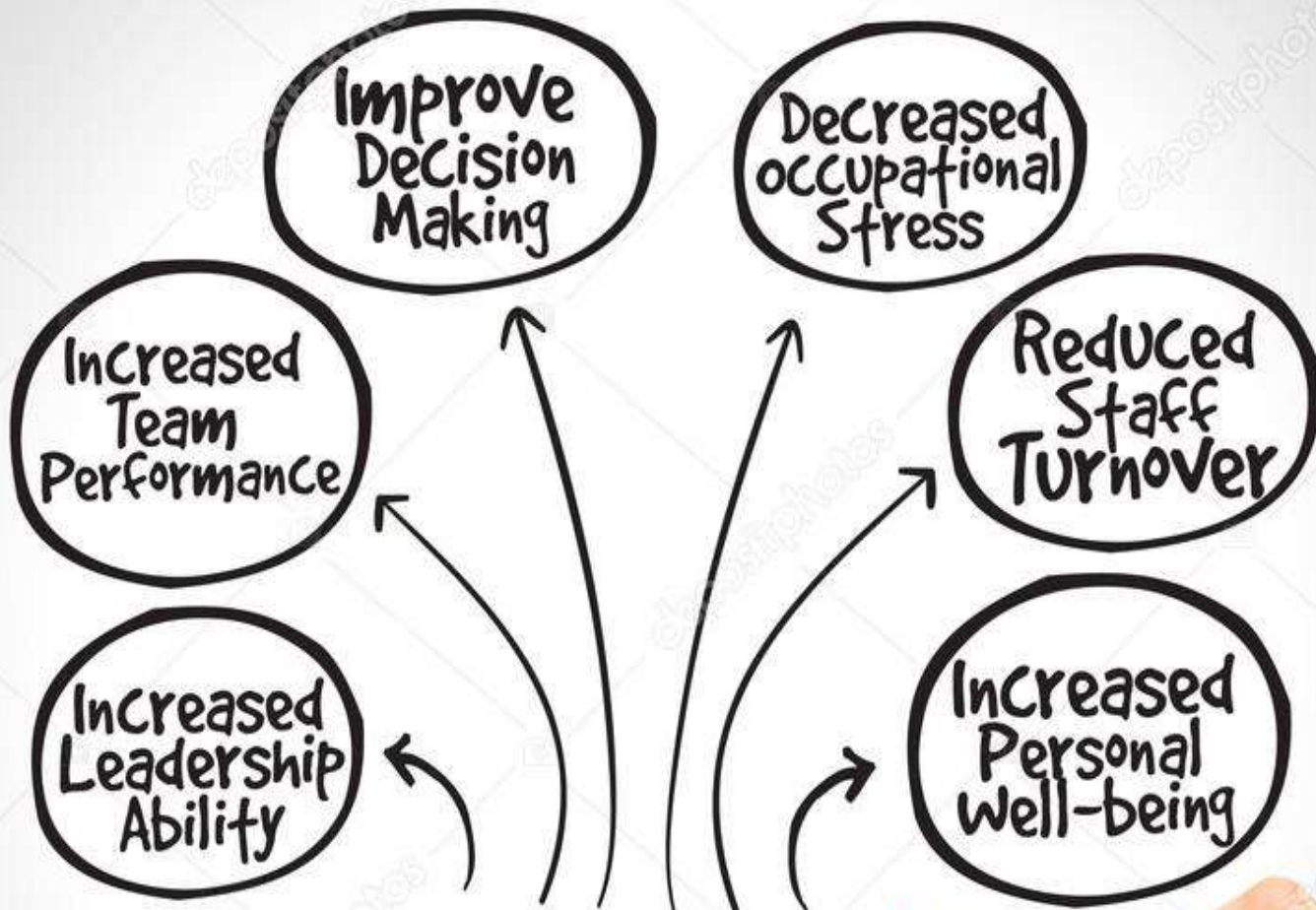


Effect of lack of emotional intelligence

Lack of emotional intelligence:

- Can lead to escalation of conflict
- Inability to recognize the real problem and understand emotions
- Inability to recognise people's needs or concerns
- Inability to listen
- Strained conversations and relationships
- Frequent outbursts
- Poor performance

**A study showed that, when
evaluating potential
candidates, 71% of employers
value emotional intelligence
more than technical skills**



Emotional Intelligence





In conclusion

- Leaders set the tone in the organization**
- Lack of emotional intelligence could have far reaching implications, resulting in low employee engagement and higher turn over rate.**
 - Despite your technical competence, if you can't communicate effectively and collaborate with your others, you will struggle to achieve results.**
 - Mastering emotional intelligence will greatly contribute to your advancement in your career and success in business**

THANK YOU