

Marcus van Wyk

Teacher • Speaker • Author • Assessor

Inspire, Motivate & Challenge



LEADING with **Emotional Intelligence**

ONLINE

An online short course in *emotionally intelligent* leadership. For YOU, for Africa, for African excellence. Africa RISE!



www.online.marcusvanwyk.com

Africa's leader in EQ training

Leaders are managers, directors, supervisors, team leaders, and anybody who is a potential leader. Any leader in business looking to improve their organization's performance can do so by improving their emotional intelligence: that is, their skill at identifying, understanding and influencing emotion. Enroll and begin the change you so desire! Become the leader you have always wanted to be.

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Leading with Emotional Intelligence

Overview

It's one thing to be leader, and another to be a leader with a highly developed emotional intelligence. Leaders are managers, directors, supervisors, team leaders, and anybody who is a potential leader. Any leader in business looking to improve their organization's performance can do so by improving their emotional intelligence: that is, their skill at identifying, understanding and influencing emotion. There is a direct link between the way people feel and the way they perform at work. This is one of the most robust and consistent findings in organizational research. In high performing organizations people feel significantly more engaged, cared for, valued, proud, and motivated than those in low performing organizations. Conversely, in low performing organizations people feel significantly more fearful, stressed, dis-empowered and uncertain. During this course you will improve your understanding of emotions and emotional intelligence. You will also explore and practice tools and techniques for applying emotional intelligence in your leadership and creating high performance in others on that basis. Rise to the next level in your organization and lead yourself and your people with vision and direction. Better leader, better life. The course is practical, insightful and motivational.

WHAT YOU WILL LEARN ABOUT EMOTIONAL INTELLIGENCE FOR LEADERS

Emotional intelligence is a set of six skill competencies that gives the leader the ability to use and manage emotions effectively. **They are: SELF-AWARENESS = THE AWARE LEADER, / AWARENESS OF OTHERS = THE EMPATHETIC LEADER, / AUTHENTICITY = THE GENUINE LEADER, / EMOTIONAL REASONING = THE EXPANSIVE LEADER, / SELF-MANAGEMENT = THE RESILIENT LEADER, / INSPIRING PERFORMANCE = THE EMPOWERING LEADER**

If you apply the theory, and techniques explored in this course you will improve:

- your self-awareness
- your awareness of others, your understanding of other emotions and how to positively influence them
- your capacity to effectively handle difficult conversations
- your resilience,
- your capacity to facilitate emotions that drive high performance in others.

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Online Curriculum



AN INTRODUCTION TO EMOTIONAL INTELLIGENCE

SELF-AWARENESS = THE AWARE LEADER. Self-Awareness is about being aware of the behaviour you demonstrate, your strengths and limitations, and the impact you have on others.

AWARENESS OF OTHERS = THE EMPATHETIC LEADER. Awareness of others is about noticing and acknowledging others, ensuring others feel valued and adjusting your leadership style to best fit with others.

AUTHENTICITY = THE GENUINE LEADER. Authenticity is about openly and effectively expressing oneself, honouring commitments and encouraging this behaviour in others.

EMOTIONAL REASONING = THE EXPANSIVE LEADER. Emotional reasoning is the skill of using emotional information (from yourself and others) and combining it with other facts and information when decision-making.

SELF-MANAGEMENT = THE RESILIENT LEADER. Self-Management is about managing one's own mood and emotions; time and behaviour; and continuously improving oneself.

INSPIRING PERFORMANCE = THE EMPOWERING LEADER. Inspiring performance is about facilitating high performance in others through problem solving, promoting, recognising and supporting others work.

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Audience

Leaders of people or potential leaders who want to improve their personal and interpersonal skills and not only drive better employee performance, but also higher levels of employee engagement and success.

Format: Online Program Learning

ZAR 1250.00 per person includes:

- An emotionally intelligent leadership **self-assessment** completed as pre-work.
- An Individual development plan and quizzes for each section.
- Leaders can do the course at their own pace and time.
- Instructors via the course communicator.
- Interesting links, videos and ideas for EQ leadership from across the world.
- Inspirational content.
- Optional post program leadership coaching.
- Certification of completion.

Leaders will be better able to apply their emotional intelligence in leadership and more often *be in* the productive being states presented on the outside ring of our unique emotional intelligence model as shown on the left, as opposed to the unproductive being states, that we can all be at times shown on the inside of the ring.





More about emotionally intelligent leadership

Emotional intelligence is emerging as a critical factor for sustaining high performance in the African economic environment. What's driving this interest? Is emotional intelligence "just a fad," or does the science offer new insight and tools that genuinely affect performance? And if emotional intelligence is so important, how do leaders find their way to the value amidst the hype? This short course can provide just that. It will cut through the 'hype' and provide clear and unusual clarity on what emotional intelligence is and how to lead people and yourself with emotional intelligence. The evidence is increasingly compelling. The measurable, learnable skills of emotional intelligence make a significant impact on organizational performance. Emotional intelligence may be essential to differentiating world-class organizations in an increasingly complex and competitive marketplace.

About leadership

Leadership is fundamentally about facilitating high performance, getting others to do things effectively and efficiently. One of the most important applications of emotional intelligence is in helping leaders foster a workplace climate conducive to high performance. These workplaces yield significantly higher productivity, retention, and profitability, and **emotional intelligence** appears key to this competitive advantage. There is a wealth of literature detailing with the impact emotion has on individuals' performance. It has shown for example, that people perform their best at work when they feel involved in purposeful work that develops who they are, when they feel valued, cared for, consulted, respected, informed and understood. This research has also shown that people often perform their worst when they feel unproductive feelings such as feeling overly worried, frustrated, concerned, stressed, inadequate and fearful.

Some important facts about emotions in the workplace:

- Emotions drive people, and people drive performance.
- Emotion can lead to our worst decisions and our best ones; the difference is emotional intelligence.
- Higher EQ leaders are more likely to make better decisions, engage and influence more effectively and create the right mood for the job.
- If over 70% of the top issues in the workplace are tied to leadership, it's no surprise that organizations and their leaders are urgently looking for the development of emotional intelligence.
- Leadership fuels how work gets done.
- There is a direct link between the way people feel and the way people perform at work.
- There is a direct link between leaders' EQ and employee engagement.
- Leaders with high developed EQ have employees who almost entirely rate as 'engaged' with very few who rate 'not engaged' or 'disengaged'.



What does emotions influence?

Emotions influence our thinking, decisions, behaviour, and performance in productive and unproductive ways. This influence can be both conscious (that is we are aware of it) and non-conscious (that is we aren't aware of it). Research has shown that we are typically not conscious of the influence emotion is having on our decisions, behaviour, and performance about 85% of the time.

Emotional intelligence drives everything from finance, sales, operations, and customer care. Your emotional intelligence is a powerful resource in your life as a leader.

One of the most prestigious sources of business-best-practice, has released several articles on emotional intelligence. *The Harvard Business Review (HBR)* Their 1997 article on EQ by psychologist and author Daniel Goleman ranks as their most requested article ever. This popularity led the HBR to re-examine the data on emotional intelligence again in 2003. Their conclusion: *"In hard times, the soft stuff often goes away. But emotional intelligence, it turns out, isn't so soft. If emotional obliviousness jeopardizes your ability to perform, fend off aggressors, or be compassionate in a crisis, no amount of attention to the bottom line will protect your career. Emotional intelligence isn't a luxury you can dispense with in tough times. It's a basic tool that, deployed with finesse, is the key to professional success".*

Best regards and enjoy the course! Marcus van Wyk,

