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TOULOUSE SCHOOL OF MANAGEMENT

# WEBINAR: "UNDERSTANDING EMOTIONAL INTELLIGENCE"

BY LEED HR



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WEBINAR ORGANIZED BY

# LEED HR

**ANGELA PAYNE**



On the 28 of October 2021, LeedHR organized a webinar: “ Understanding Emotional Intelligence - Self Awareness, Flexibility, and Problem Solving”. It was presented by two Co-founders LeedHR: Charles Fortier and Angela Payne. Angela Payne has spent her whole career in the Human Capital space and now she is responsible for both the development and delivery of client programs, ultimately creating better organizational leaders.

Charles Fortier is an accomplished sales & people leader and he has held multiple senior roles in the staffing, advertising, and software industries.

**CHARLES FORTIER**



LeedHR, founded in Toronto, is a company that proposes professional trainings and coaching in leadership development. LeedHR experts help leaders to engage their employees via improving their emotional intelligence skills. They organize various webinars and conferences.

“  
**LEARN.  
LIVE.  
LEAD.**  
”

## DID YOU KNOW?

# WHAT IS EMOTIONAL INTELLIGENCE?

*"The ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior".*

*Peter Salovey and John Mayer*

This definition was later broken down and refined into four proposed abilities: perceiving, using, understanding, and managing emotions.



Bar-On's model of EI consists of **five** scales: self-perception, self-expression, interpersonal, decision-making, and stress management. These five scales comprise the **three** emotional intelligence skills: emotional self-awareness, flexibility, and problem-solving.

**1** The World Economic Forum has identified, in its 2018 Future of Jobs report, emotional intelligence as being one of the top skills required by 2022.

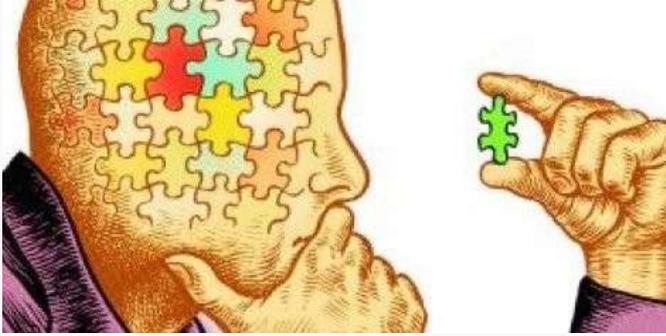
**2** According to Connected leaders, emotional and social skills are four times more important than IQ when considering success and prestige in professional settings.

**3** Emotions guide every decision we make.

**4** The reality of leadership: we all have blind spots! According to John C. Maxwell, an American expert on leadership, a blind spot is an area in someone's leadership in which he/her continually fails to see himself/herself or a situation realistically.

**5** Mind, body, language and emotion are all tied together.

# EMOTIONAL SELF AWARENESS



## KEZAKO?

Emotional self-awareness is the ability to be in touch with your emotions: to recognize them and understand how they can impact yourself and your behaviors. It is a muscle that you should develop!

***"Emotional self-awareness is the building block of the next fundamental emotional intelligence: being able to shake off a bad mood."***

*Daniel Goleman*

## HOW EMOTIONALLY SELF-AWARE ARE YOU?

- You know what you are feeling and why you feel that way. You also understand how emotions help or hurt your actions and your behavior. you can objectively evaluate yourself.
- You can be in control and react to these situations. If you are high in emotional intelligence, you are expected to progress more quickly, knowing how it affects you and dominates your thoughts and actions.
- You can identify strategies to maintain healthy behavior.

A good reflection point is starting thinking about what situation you are in? Anger? Disappointment? You will notice that you have limited vocabulary to name emotions. You can even feel a physical sensation of your emotion without knowing how to feel it. Did you ever feel a physical sensation of your annoying?

Emotions can penalize you because you don't give the best of yourself, you don't explain well, and you don't understand what is happening. Understanding is the key to being able to find a way and to control yourself and your attitudes. Instead of ignoring your feelings, you should ask yourself:

- What do you feel exactly? Recognize your emotion.
- What is causing that feeling?
- How is that influencing your actions? How your thoughts and feelings are linked with your behavior?
- How can you manage your emotions and assess your growth and effectiveness?.

“

*Until you make the unconscious conscious, it will direct your life and you will call it fate.*

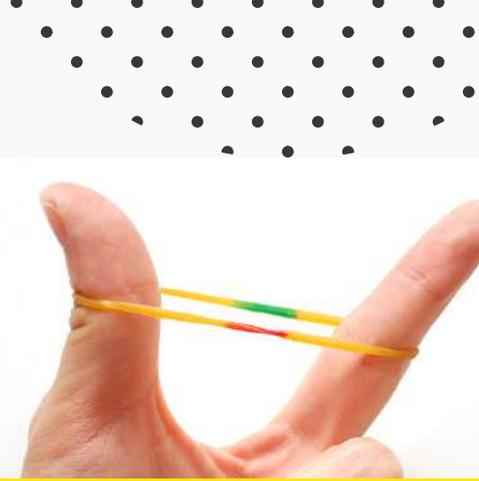
*C.G. Jung*

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# FLEXIBILITY

Flexibility is having the skills to adapt our emotions to situations that are unpredictable.

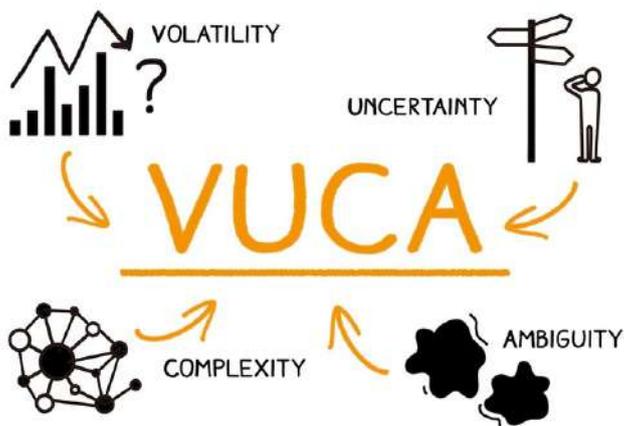
It is not just doing things differently, but going from something you don't like to something you like.



## HOW ABOUT ITS ADVANTAGES?

Flexibility will help you because in the environment that changes rapidly you are going to be good as a leader. It is important in leadership and it also reduces our stress. Moreover, with your skills, you can help others to be more flexible too. You can not manage people if you are not flexible, hence we are all different.

## ITS PLACE IN OUR UNCONTROLLABLE ENVIRONMENT?



The acronym VUCA which means volatility, uncertainty, complexity, and ambiguity, (or: Man, it's crazy out there!), means actually that our world is uncertain, ambiguous and unpredictable because this place keeps speeding up every year. We have a lot of technologies and changes which push us to new skills.

Leading in a VUCA world requires adaptation of that speed changes. However, the more uncertain something is, the harder it is to predict, grasp and control, and this is where comes flexibility! You will need the flexibility to manage innovation, willingness, and ability to try new things, it is the only way to be successful!

Would you like to test how flexible you are? Read the colors as fast as possible! Have you succeeded?



# PROBLEM SOLVING

*Problem solving is the ability to find solution to problems in situation where emotions are involved. It includes also the ability to understand how emotions can impact decision making.*



The human brain takes about 35000 decisions a day! Among these decisions, many are made unconsciously by the brain while others require following a problem-solving process.



"Don't come to me with a problem, come to me with a solution"

This sentence is heard far too often in the corridors of companies. But a large part of a manager's working time is devoted to solving problems.

## THE 6 STEPS OF PROBLEM SOLVING



- 1** State the case : Describing it as accurately as possible
- 2** Generate alternative : Brainstorming
- 3** Evaluate alternatives : which one as the better probability of success
- 4** Choose the best option : take into account that there is no solution that guarantee a 100% success
- 5** Implement your solution : move into action
- 6** Assess the outcome : evaluate if the solution solved the problem

As a manager, you can ask yourself: how do I think my problem-solving process looks to my team? What would they say are the strengths of this process? What would they say that could be improved?



It's by being proactive with a competent process that some problems can be anticipated and solved effectively.

***Think of a problem you are struggling with. Write it down and write underneath every question you have or need to answer about that problem. It's only by answering these questions that the initial problem can be resolved!***

# EMOTIONAL INTELLIGENCE AND LEADERSHIP

## WHAT IS LEADERSHIP?

This word is widely used in organizations and is often linked to performance. Formal or informal, leadership requires several abilities. You should not confuse leadership and management, because actually leadership requires more and goes beyond management duties. Leadership skills can be learned: knowing how to influence, inspire and motivate others. You can develop these leadership behaviors to be an influential leader. Hence, leadership can be taught and it can be done through coaching, mentoring courses, or personal reflection!



## WHO IS A LEADER?

A leader is defined as someone who has a vision, motivates his followers, and is empathetic. He embodies leadership mindsets, values, and actions. Competence, benevolence, and integrity are also characteristics that make an effective leader.

To be able to enhance the trust of your followers, as a leader, you need to be transparent, understanding, and listening. You are not a boss, but the head of your team, you share a clear vision that people want to believe in. You also share common goals to achieve them together.

## WHAT KIND OF CHARACTERISTICS SHOULD A LEADER HAVE TO BE EFFECTIVE?

### 1. EMPATHY & COMPASSION

Empathy is the recognition and understanding of another individual's feelings and emotions. It functions as a mirror of the emotions of others.

Compassion is the ability to let yourself be affected by someone other than you. It implies a feeling of benevolence, with a desire to help.

These are two key aspects of emotional intelligence to improve the level of employee engagement and well-being at work.



To implement empathic leadership, the leader must :

Valuing the other: offering recognition, benevolence and loyalty

Involve the collaborator in missions that are inspiring and relevant

Conveying optimism and confidence

Being humble and listening

## 2. EFFECTIVE COMMUNICATION

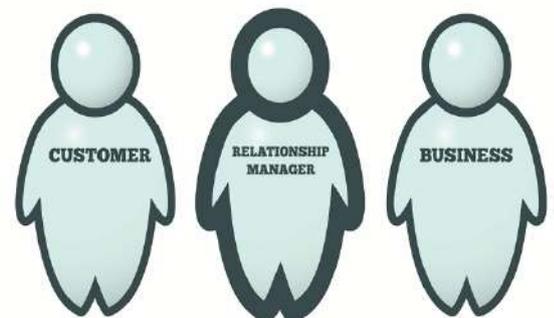
As a leader, the art of communication is a crucial soft skill, as you can encourage people to speak up and participate in decision-making, as well as build solidarity between them. The challenge is indeed to create an emotional connection with your interlocutors.

To develop effective communication, you must work on these different aspects. First of all, you must inspire people to continuously improve themselves. In addition, conflict management helps to avoid a toxic environment. Thus, you must learn to be diplomatic and sensitive to each situation. Ethical discussions and solutions should be proposed.

## 3. RELATIONSHIP MANAGEMENT

Relationship management is a strategy by which an organization maintains an ongoing level of engagement with its audience.

This can be done between a company and its customers (business to consumer [B2C]) or between a company and other companies (business to business [B2B]).



### Objective:

To create a partnership between an organization and its patrons, rather than viewing the relationship as purely transactional.

# EMOTIONAL INTELLIGENCE MEASUREMENT

To assess your emotional and social intelligence (EQ), and understand your emotional competencies, we present below one of the most well-known and reliable test available: *The Emotional Quotient Inventory (EQ-i 2.0)*.

## EMOTIONAL QUOTIENT INVENTORY (EQ-I 2.0)

The EQ-i 2.0 aims to show how you operate emotionally, your areas of strength, and areas to enhance. Easily accessible online and taking 20 minutes to complete, the assessment involves responding to 133 statements on a secure site.

Once completed, you can appreciate your scores in 15 competencies, grouped into five areas:

*Self-Perception, Self-Expression, Interpersonal, Decision Making and Stress Management.*

We recommend that you combine this test with the *EQ 360*, which takes into account the perceptions of others who know you well, who are 360 degrees around you.

At the end, a study is performed by a professional authorized to read the EQ-i 2.0, such as Angela PAYNE or Charles CARTIER for instance.

Thus, the specialist can show you your strengths and areas for improvement. To achieve this very complete test, it will cost to you several hundred euros.

Source: Multi-Health Systems (2012)

## GLOBAL EMOTIONAL INTELLIGENCE TEST

To test your EQ without breaking the bank, the Global Emotional Intelligence Test proposes a free measurement of the EQ according to 15 parameters such as adaptability, assertiveness or perception of emotions.

Based on some elements of the Big Five, the most widely used personality test in scientific research, this test will lead you to answer 60 questions.

You will learn about your ability to recognize your own emotions and those of your interlocutors.

Source: IDR-GEIT (2021)

**Hey! Would you like to check your EQ, scan the QR Code below :**



# CONTACT AND EVENTS

## CONTACT INFORMATION

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## MARK YOUR CALENDARS

- **Wednesday November 17th, 12:30pm EST: EQ Express - *Optimism***

Click [here](#) to register on Eventbrite, or type the link below :

<https://www.eventbrite.ca/e/eq-express-optimism-tickets-201777179977?aff=ebdssbonlinesearch>

- **Tuesday November 23rd, 4:00pm EST: *Building Emotionally Intelligent Leaders in your Organization***

In order to register on Eventbrite type the link below :

<https://www.eventbrite.ca/e/building-emotionally-intelligent-leaders-in-your-organization-tickets-201790279157?aff=ebdssbonlinesearch>

## SEE YOU THERE !

