

A Brief Roadmap:

- What is Mature Leadership? What does it Look Like?
- The Power of Distinctions in the hands of Leaders
- The Questions we do, or do not Ask
- The Power of Engaging an Executive and/or Team Coach
- Q&A

Emotional Intelligence: Vital Keys to Mature Leadership

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

Self-Awareness

- Emotional Self Awareness: Reading one's own emotions and recognizing their impact; using "gut instinct" to inform decisions.
- Accurate self-assessment: Knowing one's strengths and limits
- Self-efficacy (confidence): A sound sense of one's self-worth and capabilities

Self-Management

- Emotional Self-Control: Keeping disruptive emotions and impulses under control.
- Transparency: Displaying honesty and integrity; trustworthiness.
- Adaptability: Flexibility in adapting to changing situations or overcoming obstacles.
- Achievement: The drive to improve performance to meet inner standards of excellence.
- Initiative: Readiness to act and seize opportunities.
- Optimism: Seeing the upside (opportunities) in events.

Social Awareness

- Empathy: Sensing others' emotions, understanding their perspective, and taking active interest in their concerns.
- Organizational Awareness: Reading the currents, decision networks, and politics at the organizational level.
- Service: Recognizing and meeting follower, client, or customer needs.

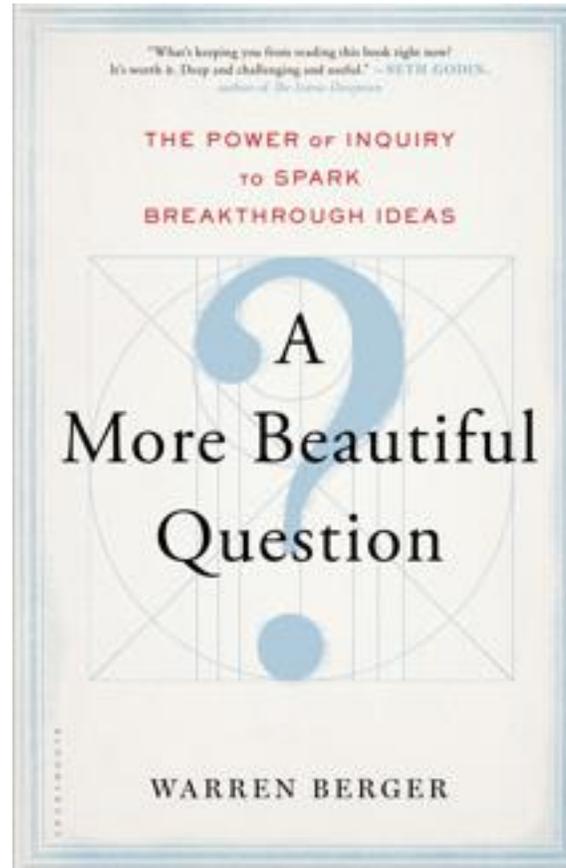
Relationship Management

- Inspirational Leadership: Guiding and motivating with a compelling vision.
- Influence: Wielding a range of tactics for persuasion.
- Developing Others: Bolstering others' abilities through feedback and guidance.
- Change Catalyst: Initiating, managing and leading in a new direction.

Relationship Management (Continued)

- Conflict Management: Resolving disagreements.
- Building Bonds: Cultivating and maintaining a web of productive relationships.
- Teamwork and Collaboration: Cooperation and teambuilding.

The Power of Inquiry



Beautiful Questions challenge assumptions, inquire about things normally taken for granted, and wonders about new possibilities.