

EITC



Leading with Emotional Intelligence



with David Cory, M.A.

EITC

The **Emotional Intelligence
Training Company Inc.**

Know. Engage. Lead.



*"Success in business today is
15% technology and
85% Emotional Intelligence."*

Tom Peters, Author of In Search of Excellence



EITC



Provincial Health Services Authority
Province-wide solutions.
Better health.

Husky Energy



Seagate



NEXEN
A CNOC LIMITED COMPANY

SUNCOR
ENERGY

Google

AIR LIQUIDE

Allstate



amcor

AUTODESK



OLYMPUS

BLG

Borden Ladner Gervais

inter pipeline

ALBERTA MEDICAL ASSOCIATION

ABN·AMRO

Microsoft

NATPET

amazon

AECOM

Colliers INTERNATIONAL

ارامكو السعودية
Saudi Aramco



URBAN systems



UNIVERSITY OF ALBERTA
FACULTY OF MEDICINE & DENTISTRY
Department of Medicine



Best Leader/Worst Leader



Best or Worst	
Qualities	Impact
e.g. -open door policy	-made me feel supported in my work

WORST

Qualities

IMPACT

Angry
No filter

Unpleasant
Person

High leadership
position

Bully
No listening
self-centered

Impatient
Condescending
Fabricates truth
Denial

Micro-manager
Demotivating
Ego centric

Negative self-image
Drained

Cautious
Reserved
Anxiety
Unhappy

Left
More assertive

Cried
Doubt (self)
No communication

Fear
Stress
Relationships = poor

Not trusted
↳
Downsizing

BEST

Qualities

IMPACT

Supportive

Humourous

HONEST

Visionary

Empathic

HAD MY BACK

Authentic

Challenged my thinking

BRESPECTFUL

competent (subject
+ leadership)

Collaborative

CARING

INCLUSIVE

FAIR

Growth

Created fun
work environment

↑ TRUST

Accomplished great
things

Felt he cared

FELT SECURED

I felt trust

Forced me to
stretch

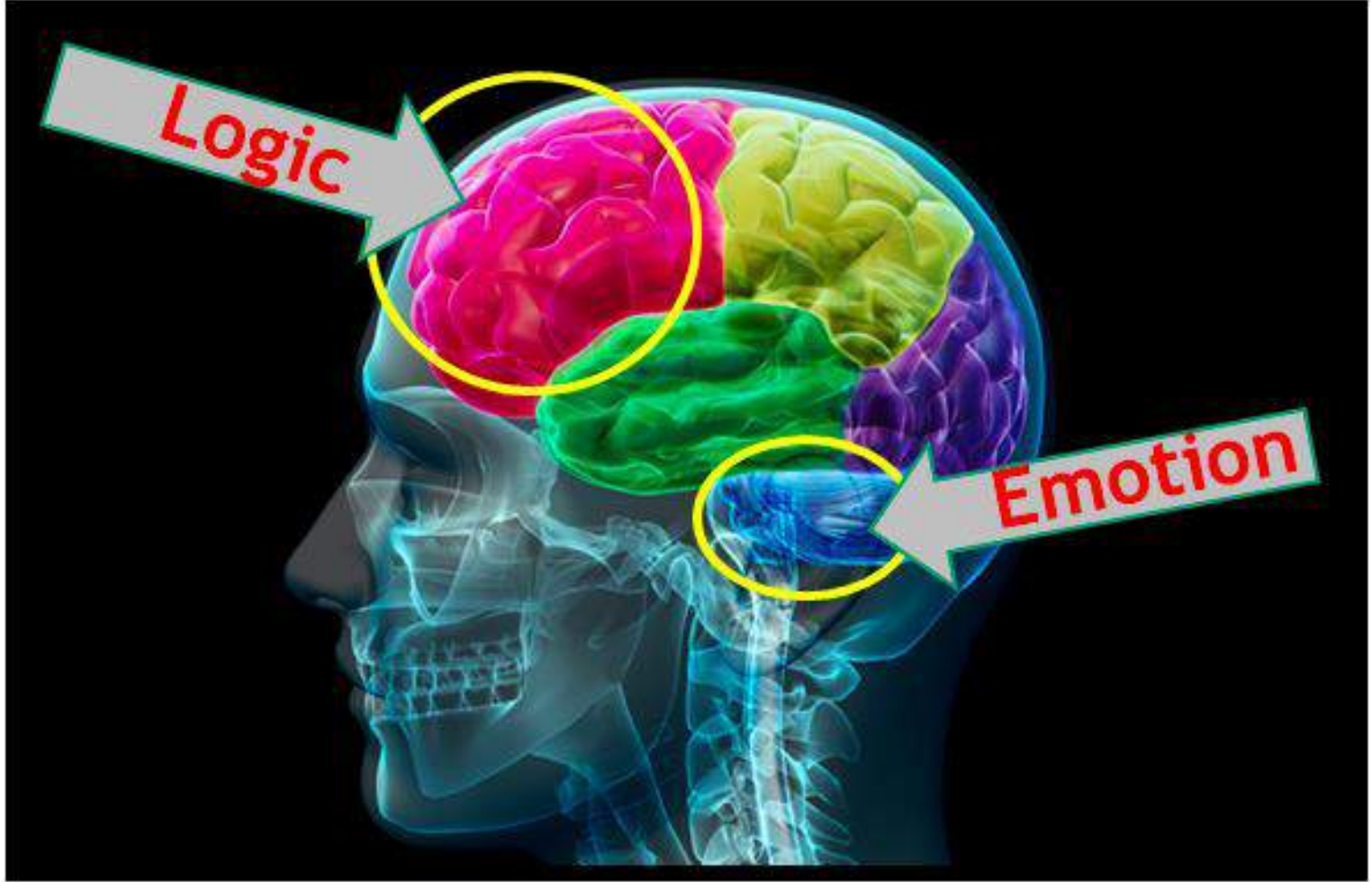
APPECIATED/VALUED

clear direction +
learning

co-create solutions

EMPOWERED/VALUED

↑ APPRECIATED





Workplace Performance

100%

Top Performers 80%

Discretionary Effort

Minimum Required Effort to Keep Job 30%

Percentage Effort

0%

Time





70 90 100 110 130
Low Range Mid Range High Range

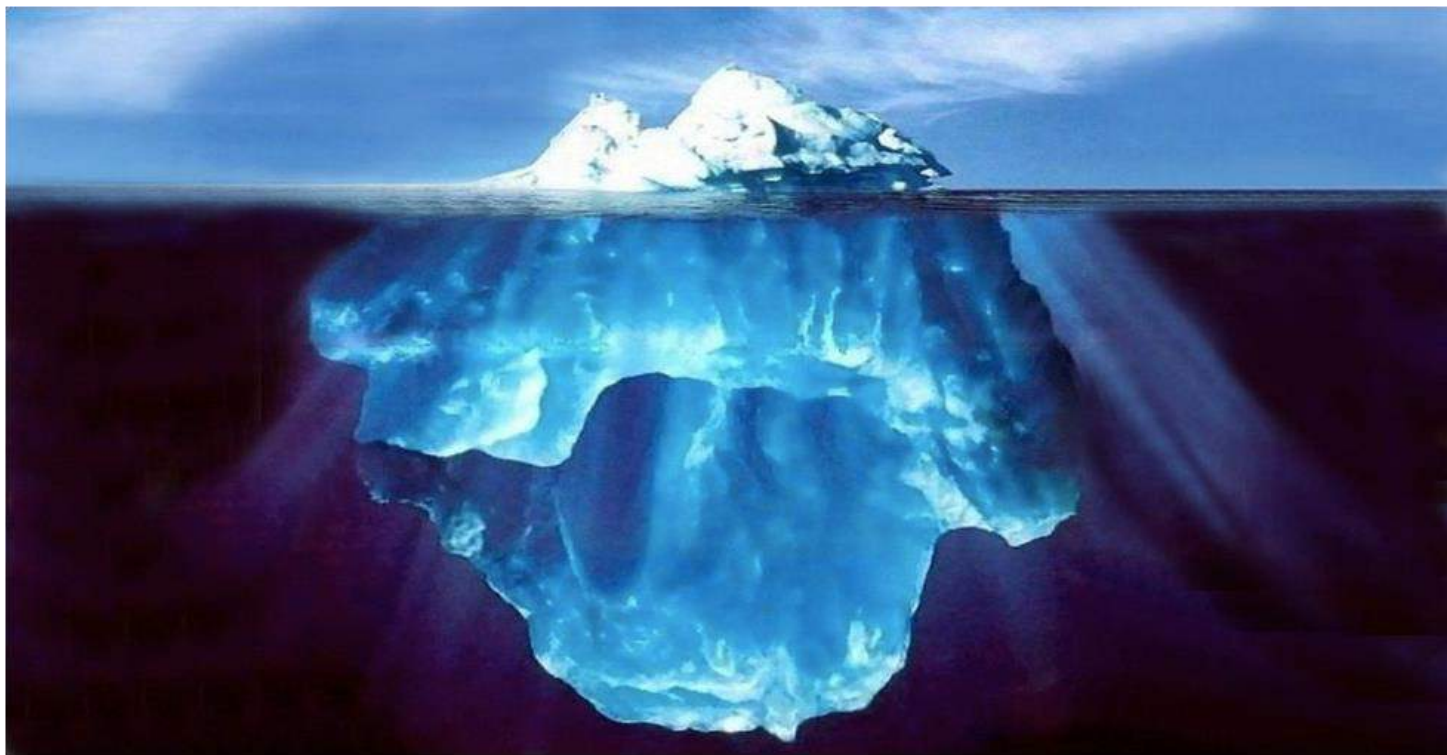


Self-Perception



The ability to know yourself and your emotions, accept yourself just the way you are and have self-confidence.

Evidence: You have big goals, do what you love, fulfilled, self-assured





Self Expression

- Openly and effectively expressing one's feelings, wants, needs and opinions freely.

Evidence: Others know you, you create the foundation for trust and great relationships





Interpersonal

The ability to have meaningful connections with others.

Evidence: trust, loyalty, commitment, connection, understanding, effective teamwork





Decision Making

The ability to acknowledge and incorporate emotions into your decisions and understand the impact of emotions, versus 'leaving emotions out of it.'

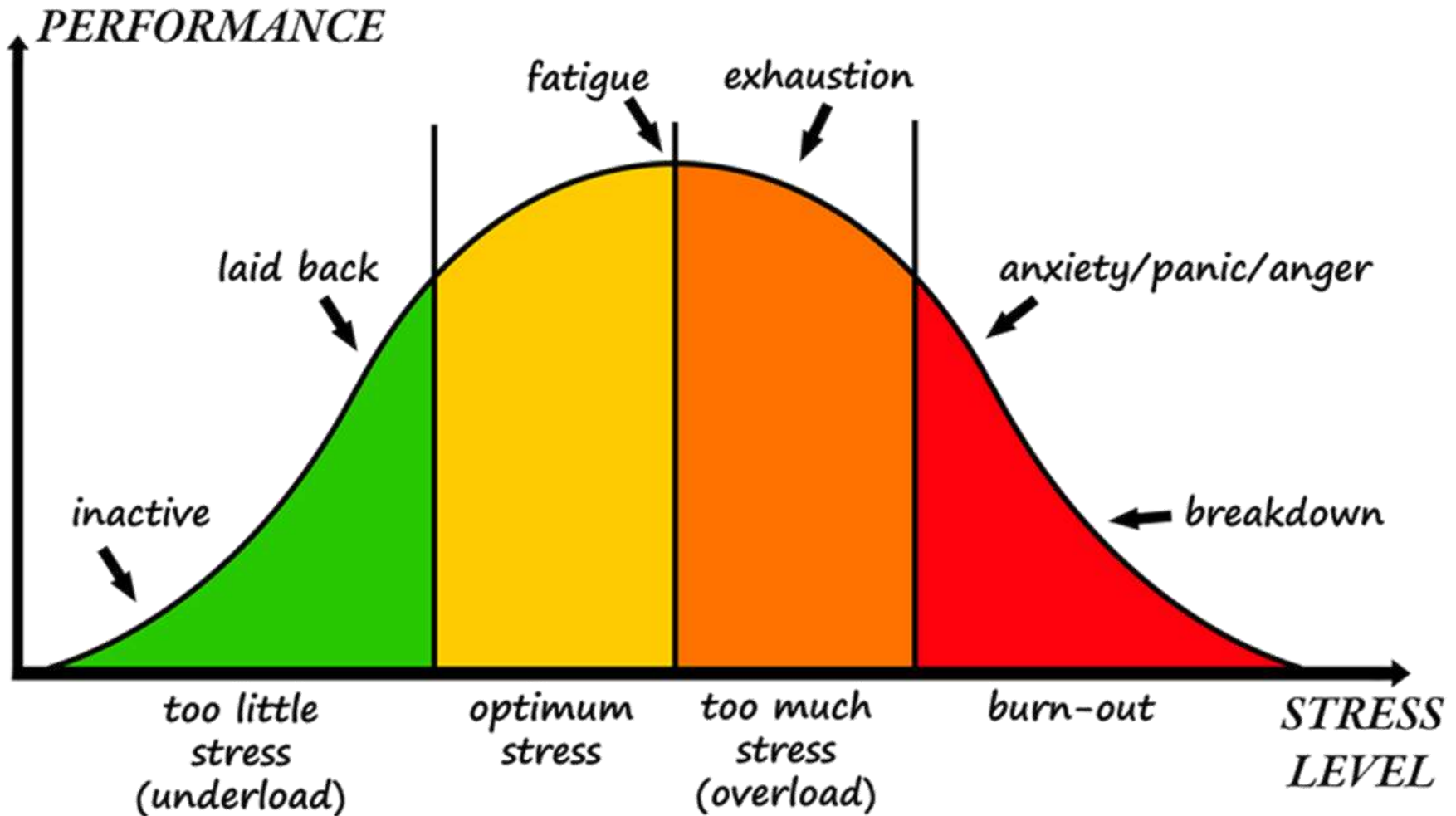


Evidence: Come up with excellent solutions, consider all options, while minimizing unconscious bias, negative impact on others, and unnecessary delays



Stress Management

STRESS CURVE





IPL Leadership Competency Framework



Leader of People Profile



Capability	Expectations
Inspirational Leadership	Establishing leadership impact Displaying personal confidence, passion, trust and authority; role-modelling the IPL values
Direction	Setting direction Creating a clear sense of direction and priorities
Influence	Persuasive influencing Tailoring information and reasoning for different audiences
Collaboration	Team working Building mutual support and understanding with colleagues
Execution	Driving delivery Keeping people's performance on track; anticipating obstacles; building ownership and accountability
Business Judgement	Securing added value Making priority judgments on what will make the most effective use of resources
Competitive Edge	Pushing for continuous improvement Challenging current practices to drive improvement in products, services, and processes
Building Talent	Coaching talent Coaching and sharing own knowledge and experience to help people and teams develop



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Questions?

Thank you!

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