

# Leadership Success Using Emotional Intelligence as a Practical Skillset

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## Introduction

In this session we will define emotional intelligence (EI) and identify how you can grow it as a practical skillset, to improve your leadership skills and have the ability to apply them in real life.

### 1) "Born Leaders" vs. "Grown Leaders"

What does the distinction between "born leaders" and "grown leaders" mean to you? Have you seen examples of both? Is one type more effective than the other?

## 2) Keys to Effective Leadership

**Basic leadership tools** If you have the basic *skills* or *tools* for leadership, you have everything you need to be an effective leader.

### The Five Foundations of Leadership:

- **Understanding Self**
- **Understanding Others**
- **Communicating to Motivate**
- **Personal Vision**
- **High Integrity**

### 3) Practical Definition of Emotional Intelligence

**Emotional Intelligence:** Understanding and managing our own emotions, so that we can act in ways that help other people manage theirs.

#### 4) Motivational Drives

**The Motivational Value System:** People can be grouped based on which values most build up their sense of self-worth.

- **Red** (Being in action/getting the win)
- **Blue** (Helping others)
- **Green** (Getting it right through a logical process)
- **Hub** (Consensus-building/being part of a collaborative team)

**How to spot what motivates others:** Ways to identify and confirm MVS

**How to reach people at a motivational level:** Valued relating style vs. borrowed relating style

## 5) Giving feedback that makes a difference

- **Red**

**Negative feedback**

Direct, brief, and move on a new win.

**Positive feedback**

“Homerun!” “Win!” “Woohoo!”

- **Blue**

**Negative feedback**

Compliment Sandwich, express value to you, polite but firm

**Positive feedback**

“Thank you so much!” “Such a big help!”

- **Green**

**Negative feedback**

Logical issues, credible source/data, give time to think, ask "How do you account for this new development?"

**Positive feedback**

“Technical excellence” “This should be the template for this type of project going forward”

- **Hub**

**Negative feedback:**

Criticism directed at job/project, “Areas for improvement”, “Would you like some input?”

**Positive feedback:**

“You gave the team a great assist!” “We saw how you facilitated some great collaboration!”

**6) Using EI when interacting with people who have different perspectives**

This is the hardest step: changing your behavior. Your knowledge of how you are different from other people will guide you as you make this choice.

## 7) Growing confidence to move people into action

Use your Emotional Intelligence to motivate people who are not like you. Talk to people using words and ideas that they truly care about, so that you engage their core values.

Nicholas Kessler brings experience as a policy and data analyst, as well as former Deputy Commissioner of the Virginia Employment Commission. He is a graduate of Yale University (B.A.) and the University of Virginia Law School (J.D.) and has attended the Sorensen Institute for Political Leadership and the leadership program of the Virginia Executive Institute. He started facilitating for The Jennings Group in 2016.