

American Management Association's Leading with Emotional Intelligence

Learning Objectives

- Recognize and Consciously Use Emotional Data to Create and Maintain Productive Workplace Relationships and Team Environments
- Manage and Adapt Emotional Behaviors That Impact Leadership in a Variety of Workplace Situations
- Integrate Empathy to Promote Strong Relationships
- Apply Collaborative, Inclusive, and Creative Communication Practices
- Gain Emotional Insights to Understand and Implement Change
- Implement Emotionally Intelligent Motivational Skills to Achieve Team Results

Integrating Emotional Intelligence and Leadership Competencies

- Recognize the Impact That Your Emotionally Intelligent Interpersonal Communication Skills Have on Your Colleagues
- Apply Emotionally Intelligent Speaking and Listening Skills to Leading

Achieving Emotionally Intelligent Personal Influence

- Assess Your Personal Credibility Quotient to Authentically Influence Others
- Apply Empathy as a Powerful Influencing Strategy When Planning a Coaching Session
- Analyze Resistance Through the Lens of EI to Identify Alternative Influencing Approaches

Creating Emotionally Intelligent Inspiration

- Categorize Your Present Strengths and Liabilities When Seeking to Inspire Others
- Apply Skills to Inspire Using Emotionally Intelligent Leadership Stories

Encouraging Emotionally Intelligent Collaboration Practices

- Describe Collaboration as an Emotionally Intelligent, Relationship-Based Activity
- Identify Different Types of Inquiries That Strengthen Relationships and Creativity

Managing Change with Emotional Intelligence

- Describe How Emotions Impact People's Attitudes Toward Change
- Identify Communication Skills That Leaders Can Use to Move Past Colleagues' Resistance to Change

Attaining Healthy Conflict with Emotional Intelligence

- Recognize the Central Role That Relationship Development and Maintenance Play in Achieving Healthy Conflict
- Apply Strategies for Cultural and Communication Awareness When Leading
- Identify Emotionally Intelligent Leadership Communication Strategies to Create and Sustain Healthy Conflict

Leading Emotionally Intelligent Teams

- Analyze Your Team's Emotional and Social Intelligence
- Assess Your Team's Stress Level and Mood to Remain Optimistic and Productive
- Apply Emotionally Intelligent Mindfulness Practices When the Whole Team or a Single Team Member Experiences Stress

Bringing It All Together

- Synthesize Emotionally Intelligent Competencies to Address Complex Leadership Challenges and Opportunities