

# Leading during Ambiguity



## How this Program Will Help

Change is ripe with uncertainty. It is this uncertainty, filled with fear and anxiety, which challenges leaders and employees alike. These feelings create strong emotional reactions during what would otherwise be normal business events.

Research clearly shows that the handling of emotions, yours and others, will greatly assist in successfully leading others. It is now possible to accurately assess a leaders' ability to handle emotions in communication, relationship building and problem solving through an easy to use Emotional Quotient (Eqi) assessment. The Eqi becomes a leadership roadmap to success.

In this **highly interactive and hands on program**, participants will:

- Learn how Emotional Intelligence strongly influences success and happiness at work
- Develop skills to be more optimistic in the face of difficult situations
- Learn skills to build and maintain productive work relationships
- Practice 3 methods for rational problem solving and learn how to help employees do the same
- Learn the 2 keys to changing emotional based behavior
- Develop skills to reduce stress on the job
- Improve abilities to deal with upset employees
- Discover new approaches to leading employees through the emotions of change



**Audience:** **Leaders**  
**Length:** **2 days**  
**Format:** **Assessment, Activities, Lecturettes and Skill practice**

**Modules:** **DAY 1**



### **Visions of Success & Happiness**

Your Personal Vision of Success

### **Leading during Ambiguity: Fundamentals**

- 5 Leadership Attributes to Cultivate During Change
- People are Like Batteries
- Leader Energy Drives Employee Energy
- Building on Strengths

### **What is EQ and Why does it Matter?**

- Having Emotions and Managing them: A day at wo
- The 15 EQ Skills
- EQ Strengths & Weakness of Famous People
- Your Personal EQ Assessment
- The 2 Keys to Improving your EQ



### **The Foundations of Success: Happiness & Optimism**

- Making Space for Happiness
- Knowing Yourself and Liking Yourself Anyway
- Achieving your Dreams with your Dream Team
- Being Optimistic in Difficult Situations



### **Managing Stress**

- Identifying the Causes of Your Stress
- Controlling Impulses and Handling Hot Buttons
- Overcoming Emotional Thinking
- The B.R.E.A.T.H.E. Method of Stress Management

## Modules:

**DAY 2****Building and Sustaining Emotional Pillars of Teams**

- The Top EI Skills for Leaders
- Building a House for your Team to work in
- The Real Impact of Lack of EI on Teams

**Building and Maintaining Relationships during Change**

- The 3 Ways People Communicate Emotions
- Emotional Charades
- What is your Empathy Barometer?

**Dealing with Upset Employees**

- Emotional Aspects of Upset Communication
- Asserting your Thoughts & Feelings
- Language and Phrases to Defuse Upsets

**Handling Employee Problems**

- Problems with Problem Solving
- 3 Techniques to Solve Problems Rationally

**Leading Employees through the Emotions of Change**

- 3 Lessons of Leading Change
- Typical Emotional Reactions to Change
- Strategies and Tactics to Move Employees through Emotions
- Your One Minute Change Speech

## Optional Materials:

**On-line Eqi Assessment for each participant****Reminder Cards and Tailoring Available**