

Module 8 – Managing and Leading Others

Unit 3 – Emotional Intelligence in Leadership

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



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Introduction to Emotional Intelligence

- ◆ The aim of this unit is to introduce you to emotional intelligence and the skills and attributes required to effectively manage yourself, other people and situations that you will encounter throughout the process of establishing and developing your green enterprise.



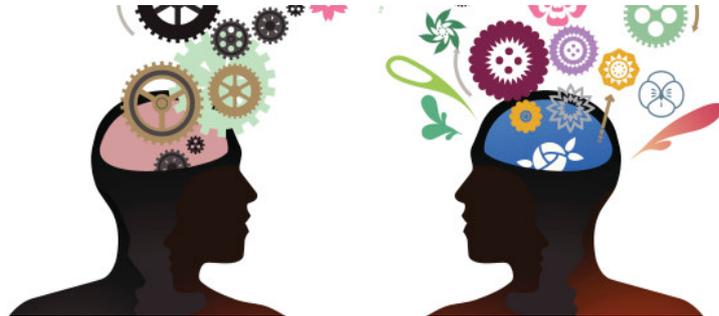
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What is Emotional Intelligence?

“Emotional Intelligence is the capacity for recognising our own feelings and those of others, motivating ourselves and for managing emotions well in ourselves and in your relationships”

(Goleman, 1995)





Why is Emotional Intelligence Important?

- ◆ It is important for green entrepreneurs to develop a high level of emotional intelligence. Why?
 - ◆ The ability to understand and accurately express non-verbal emotions is important when engaging with potential customers, clients and lenders.
 - ◆ The ability to interpret the emotional expressions of others is also important when motivating customers, clients and lenders to support your business.
 - ◆ The ability to accurately comprehend the emotional messages from potential clients can help entrepreneurs to modify their behaviour to address customer needs.



Why is Emotional Intelligence Important?

- ◆ Entrepreneurs with high EQ, have:
 - ◆ High level of self-awareness, can recognise their feelings and manage emotions;
 - ◆ Ability to handle rejection and show resilience;
 - ◆ Ability remain calm, control emotions and take the feedback and comments on board;
 - ◆ Ability to view all feedback as constructive;
 - ◆ Ability to interpret the feelings and motivations of others;
 - ◆ Ability to handle relationships.

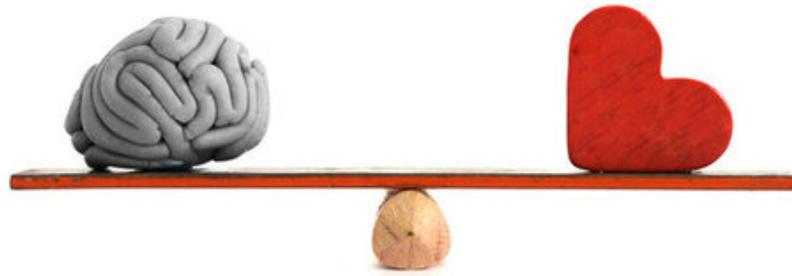




Components of Emotional Intelligence

Emotional Intelligence – EQ – measures:

- ◆ Interpersonal intelligence: the ability to understand and interpret the intentions, motivations and desires of other people.
- ◆ Intrapersonal intelligence – the capacity to understand oneself and one's own desires, motivations, fears and feelings.





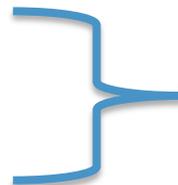
Components of Emotional Intelligence

1. Self-awareness
2. Self-regulation
3. Internal Motivation



Intrapersonal
Intelligence

4. Empathy
5. Social Skills



Interpersonal
Intelligence





Components of Intrapersonal Intelligence

Self-Awareness

- Personal Moods
- Emotional Triggers
- Self-assessment (Strengths & Weaknesses)
- Awareness of Emotional State
- Laugh at One's Own Expense (Sense of Humour)

Self-Regulation

- Control Emotions
- Re-direct Disruptive Impulses
- Regulate Moods
- Suspending Judgement

Internal Motivation

- Motivated by more than Money and Promotion
- Curious to Learn
- Flow



Components of Interpersonal Intelligence

Empathy

- Understand the Emotions of Others
- Treat People in Accordance with their Emotional Reactions
- Cross-cultural Sensitivity

Social Skills

- Relationship Management
- Building and Maintaining Networks and Contacts
- Building Rapport with Others
- Compromise
- Persuasiveness
- Team Leadership
- Effective Leadership of Change





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Exercise for Developing Emotional Intelligence



Follow these simple steps to develop your emotional intelligence:

1. Take time to observe how you feel
2. Observe how you behave
3. Take responsibility for your feelings and behaviour
4. Practice empathy with yourself and with others.



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Reflection Exercise

Am I self-aware?

***What kind of relationship do I have with my emotions?
Do I understand my motivations for starting a business?***

If yes, practice the 3 whys!

Discussion: How can improved EQ support me in developing my business?



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Unit 3 – Emotional Intelligence

- ◆ To learn more about emotional intelligence, its link to becoming highly effective and its affect on entrepreneurs, visit some of these links:
 - ◆ Emotional Intelligence – Daniel Goleman:
<http://www.danielgoleman.info/topics/emotional-intelligence/>
 - ◆ 7 Habits of Highly Effective People – Stephen Covey:
<http://dl.motamem.org/Summary-Seven-Habits-of-Highly-Effective-People.pdf>
 - ◆ Emotional Intelligence: The Secret to Successful Entrepreneurship? – Amy Boren:
<http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1054&context=aglecfacpub>





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