



INSIGHTS

... for Exceptional Leaders

The Holbrow Group

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Flexing your “Soft” Muscles ...with others

This issue of *INSIGHTS* continues with an overview of the critically important leadership quality of mastering our Emotional Intelligence.

In the News:

Colin is co-chairing the **2009 PRISM Awards** on behalf of the Greater Toronto Area - International Coach Federation. The PRISM awards are awarded to organizations in the business, public and not-for-profit sectors that exemplify leadership excellence through coaching.

International Coaching Week
is February 1 - 7, 2009.

We will be providing our readers with selected highlights of an international coaching study in the March issue of *INSIGHTS*.

In the *July 2008 INSIGHTS*, we defined Emotional Intelligence as “the ability to recognize and positively manage emotions in oneself, in others, and in groups.” (American Management Assoc.). We also underlined the fact that Emotional Intelligence is just as important if not more important than our Intellectual Quotient or IQ, when it comes to success in life. In fact to fully utilize our IQ, we first need EQ.¹

Three of the basic elements of EI associated with knowing yourself, namely - self awareness, self regulation, and self motivation were profiled. We started with these fundamental intra-personal elements since humans are able to have successful interaction with others only when they understand themselves.

“He who knows the universe and does not know himself knows nothing.”
(Jean de la Fontaine)

The second key step in EI is taking our ability to manage our own emotions and successfully transforming our “street smarts” into making our way in a complex world of countless interactions. Two added competencies are especially called on as we operate in the realm of interpersonal effectiveness - empathy and interpersonal relationships (or social awareness).

Empathy is the ability to be sensitive to and see the world from another person’s perspective i.e. what others are feeling and thinking. Empathy is an acknowledgement that another person’s opinion exists without passing judgement on its validity or becoming entangled in another person’s emotions. Empathy is also a powerful means of shifting an adversarial relationship to a collaborative relationship.²

INSIGHTful HINT

Keep calm in heated discussions with others by asking yourself such empathetic questions as:

- Where is this emotion coming from?
- How can I help find a way to deal with this problem that is both reasonable and supportive?

**January 27 is
International Take Your
Heart to Work Day.**

Visit www.TheBigYes.com
for more information
and free access to a Bulletin Board
poster and Focus Cards.
Mark this date on your calendar and
help celebrate the importance of
unleashing values-based leadership
in the workplace and home.

Winner of
**2009 International &
2007 Toronto area
ICF PRISM Award for
Business Excellence**
through Leadership Coaching.
**Top Finalist for
2009 Canadian Coach
of the Year.**

What Makes a Leader? -

a PDF copy of this excellent article
profiling the importance of EI by
Daniel Goleman (Harvard Business
Review) is available by visiting
www.TheHolbrowGroup.com
and checking out our
Recommended Readings.

The July 2008 issue of **INSIGHTS**
(as well as other newsletters)
are available by visiting
www.TheHolbrowGroup.com
and viewing the INSIGHTS webpage on
the left hand side of the home site page.

Creating and keeping effective interpersonal relationships with an individual or team requires give and take. It is the “ying and the yang” of developing a mutually beneficial interaction. We all know people that are endless “takers” and how they create an environment of selfishness or bullying. On the opposite end of the spectrum, perpetual “givers” may lack an adequate level of self regard and self actualization.

No component of EI exists alone. All of the competencies mentioned are intertwined and woven into our existence as human beings. These and other EI competencies are built on two pivotal foundations, trust and listening. A relationship simply cannot exist unless there is trust. A person that does not trust themselves or others is incapable of functioning in our society. Moreover a person that forms an impenetrable shield by way of their low opinion of themselves and unwilling to actively and deeply question other opinions or behaviours is incapable of implementing the ebb and flow required in relationships.

There is so much that we can and need to learn about Emotional Intelligence. Let's bring this overview to its completion by raising a call to action.

What is the Call to Action?

1. Identify the key players you interact with on a regular basis.
2. Observe and record the nature of their perceived emotional characteristics. How do you interact with these players and groups of people?
3. How much do you trust them? How trustworthy are you?
4. What happens when you show active interest in difficult situations? Ask for help in understanding an opposite point of view.
5. Notice when you are in conflict. How do you catch your emotions and find a way to work through an issue without losing control?

Mastering your Emotional Intelligence is tough and rewarding work. With attention and practice, flexing your soft muscles will lead to an increased capacity to handle a surprising range of difficult and sticky leadership situations.

Cheers!
Colin

Colin is a **Certified EQ-I® and Emotional Power® Coach**. Having the capacity to administer and understand the intricacies of Emotional Intelligence is in addition to Colin's designation as a an Authorized Team Diagnostic™ Certified Facilitator of The Leadership Circle (360 profiles for individuals and teams). Associates of The Holbrow Group are also certified in an array of leadership, dietary and fitness assessments.

For more information on Emotional Intelligence or other leadership diagnostics call 416 410 0491 or visit www.TheHolbrowGroup.com

1 and 2 The EQ Edge. Emotional Intelligence and Your Success by Steve Stein and Howard Book

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