

## What Makes A Leader

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\*Read Daniel Goman books on Emotional Intelligence as he is the GURU for emotional intelligence. You can also google emotional intelligence exams for free assessments. We offer DISC at EB in supervisor training, but there are other ones like Meyers/Briggs and 16 personalities as well.

Emotional Intelligence: Handling your emotions and the emotions of others around you and becoming a caretaker for your team.

Having the “right stuff” is needed to have a great deal of emotional intelligence.

“the right stuff”

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social Skill

### Self-Awareness:

- The ability to recognize and understand your moods, emotions, and drives as well as their effect on others
- Self-confidence
- Realistic self-assessment
- Self-deprecating sense of humor
- Recognize their feelings and how their people around them know them (plan in advance for it)
- Know where you are heading and the why behind it
- Showing vulnerability and make connections with the team-give them the human aspect
- Have a thirst for constructive criticism and for giving it as well
- Firm grasp on their capabilities and aren't afraid to ask for help when needed, if they know they won't make deadlines or tasks.

### Self-Regulation:

- The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgement to think before acting.
- Trustworthiness and integrity
- Comfort with ambiguity
- Openness to change
- Impulses that drive our emotions or make decisions
- Help to create an environment of trust and fairness and that you are coaching and leading the team in the right direction or to the right destination

### Motivation:

- A passion to work for reasons that go beyond money or status. The propensity to pursue goals with energy and persistence.
- Strong drive to achieve
- Optimism, even in the face of failure
- Organizational commitment
- What will push my team and motivate them and show you're committed to them.

### Empathy:

- The ability to understand the emotional makeup of other people. The skill in treating people according to their emotional reactions.
- Expertise in building and retaining talent
- Cross-cultural sensitivity
- Service to clients and customers
- Being considerate of emotions of teammates
- Be concerned with teams emotions and reactions to events and situations
- Empathy formula----not always negative, can be positive too---recognizes feelings and connects with facts (ie. I understand that you got a new job, you must be feeling so Excited)
- Can coach or mentor with empathy and increase job satisfaction and prevent attrition.

### Social Skill:

- Proficiency in managing relationships and building networks
- An ability to find a common goal
- Effectiveness in leading changes
- Persuasiveness
- Expertise in building and leading teams
- Knack of finding common ground and building rapport, effectively and strategically.
- Networking
- Excellent collaborators

### Can Leaders Be Made or is it Natural?

- Can be both, but can also be nurtured and how you are raised or trained can affect you as a leader as well.
- Can be learned or can increase with age
- Training can be done to enhance leadership skills
- Form healthy habits and things are not done overnight and you need a genuine need for it.