

# Thought Leader Interview: Daniel Goleman

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**Emotional Intelligence**

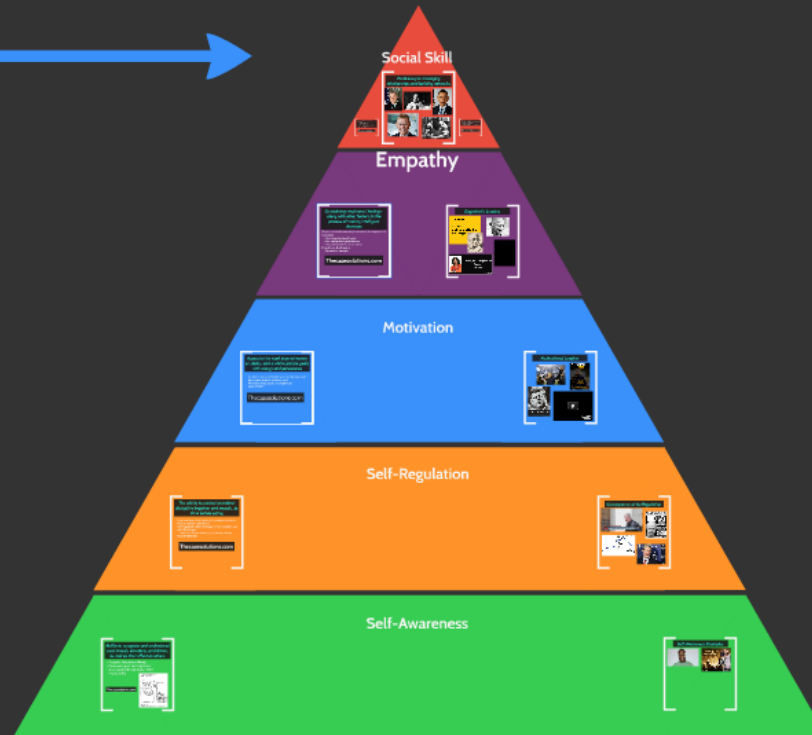

The ability to perceive, control, and evaluate emotions

Focus on 5 key attributes of EI

- Self-Awareness
- Self-Regulation
- Motivation
- Empathy
- Social Skill

IT CAN BE LEARNED!

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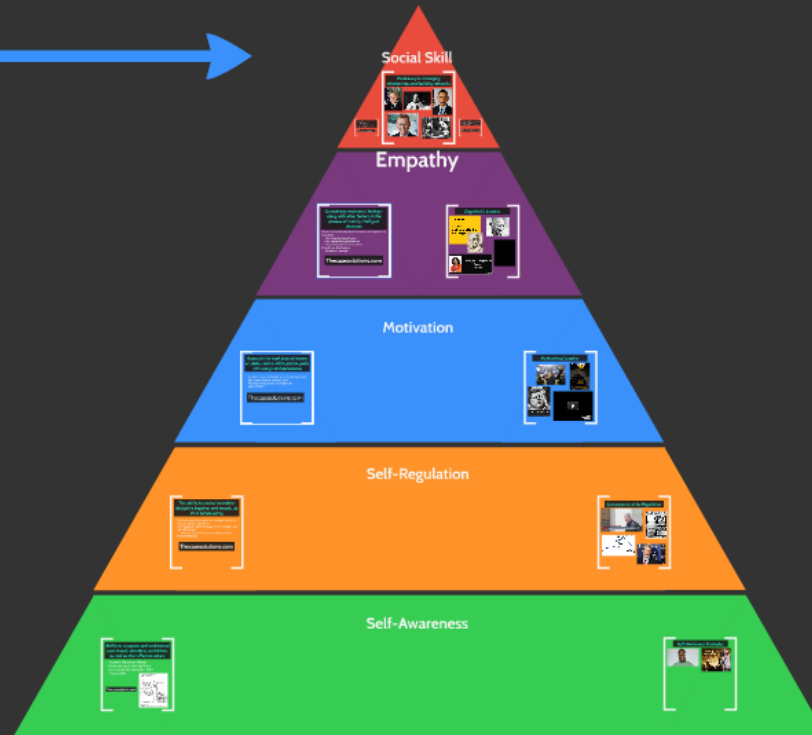

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# *Ability to recognize and understand your moods, emotions, and drives, as well as their effect on others*

- Maslow's Hierarchy of Needs
- Know your goals and aspirations
- Assess yourself realistically... NOT impractically

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***The ability to control or redirect disruptive impulses and moods...to think before acting***

- Step back from their emotions to analyze a situation from an objective standpoint
- Self-regulated leaders in charge of their emotions can roll with changes
  - Good for organizations going through change
- My EXPERIENCE!

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*A passion for work beyond money or status, and a will to pursue goals with energy and persistence*

- In order to be a good leader you must be motivated by the pure desire to achieve a goal
- Motivation helps leaders feel optimistic
- CASE STUDY!

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## *Considering employees' feelings- along with other factors-in the process of making intelligent decisions*

- Three reasons why empathy is an essential component of leadership
  - the increasing use of teams
  - the rapid pace of globalization
  - the growing need to retain talent
- Empathy vs. No Empathy
  - Goleman's example

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- Social skill leaders have a wide network of connections
  - Great at building rapport
  - Understanding important things can't be done alone
- Combination of the other 4 dimensions of emotional intelligence

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- Expert persuassion skills
- Motivation is useless if there is no way of knowing how to communicate it to people
- Charisma also plays a part in social skill to make your presence known

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