

# Emotional Intelligence

Emotional intelligence, enables leaders to identify with, understand, empathise and lead their teams.

So how can you increase your emotional intelligence?

## Be aware

Lead by example, role model the type of behaviour you wish to see from those around you.

Have regular reflective conversations with colleagues and support them to identify and explore their triggers.

Create a culture of learning about others, and oneself. Make it the norm to debrief and learn from situations, experiences and reactions.

## Make Choices

If triggers are reoccurring or provoked by a specific person, chat with them, find common ground and similarities.

Chose to do everything you can to address your trigger so you're more able to respond rather than react to situations.

Distract from a tense situation by suggesting having a drink, going for a walk or moving people to a different room or area.

Think about how you would like to respond and start to practice those responses when you've noticed your triggers have been activated.

## Proactively empathise

Reflect on situations where you find yourself reactive. What are the consistencies in your examples? Become aware of them.

The first step to making improvements is to be aware that improvements can, or are needed to, be made.

Become aware of your emotions at any given moment. Learn to identify and label your feelings. Practice until you can do this in the moment.