

The Emotionally Intelligent Leader Dr. Russ Kinkade

- I. EQ Assessment
- II. The Historical Context: Phineas Gage
- III. The Neurological Foundation: The Amygdala H_____
- IV. Understanding Emotions
 - a. The emotionally intelligent manager is I_____, not ruled by emotions
 - b. Emotions and Motivation
 - i. Fear
 - ii. Anger
 - iii. Sadness
 - iv. Disgust
 - v. Interest
 - vi. Surprise
 - vii. Acceptance
 - viii. Joy
 - c. Emotions are to W_____ as Moods are to C_____
- V. The EQ Quadrant
 - a. Awareness of S_____
 - b. Management of S_____
 - c. Awareness of O_____
 - d. Management of O_____
- VI. Self Awareness
 - a. R_____ your emotions
 - b. D_____ your emotions
 - c. Know the R_____ for your emotions
 - d. Recognize the I_____ of your emotions

Exercise: Emotional Vocabulary

- VII. The Awareness Wheel
 - a. S_____
 - b. A_____

- c. E_____
- d. I_____
- e. A_____

VIII. Self Management

- a. Resist the I_____ to act
- b. Control Aggression
- c. Suppress I_____ behavior
- d. Be F_____ and adaptable

Techniques:

IX. Reading Others

- a. Being aware of others' emotions
- b. A_____ the emotions of others
- c. Understanding how and why people F_____
- d. Understanding how and why people A_____
 - i. Empathy
 - ii. The Golden Rule
 - iii. Love Languages
 - iv. SHAPE

X. Perceiving Accurately

- a. Accurately A_____ a situation
- b. Having C_____ vision
- c. Keeping a B_____ perspective
- d. Being O_____

XI. Flexible Communication

- a. Full Range of emotional expression
- b. Being Authentic
- c. Minding your needs as well as the needs of others
- d. Speak their Language

XII. Six Principles

- a. Emotion is I_____
- b. Ignoring emotions won't work

- c. Hiding emotions is rarely successful
- d. Decision must incorporate emotion to be effective
- e. Emotions follow logical patterns
- f. Emotional universals exist, but so do specifics