



# Conversation Starters

for social and emotional awareness

Leading With Emotional Intelligence provides an introduction to the concepts of Emotional Intelligence (EI) and Emotional Quotient (EQ), enabling leaders to motivate and engage their teams, strengthen cooperation and increase performance.

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Perhaps you have an upcoming performance discussion with a direct report and would like to gain insight into their leadership style and behaviors. Or perhaps you'd like to simply self-reflect on your own leadership style. Whatever the case, the questions listed in this guide can be used to stimulate insight into the behaviors used to influence others.

Successful leaders know that to enable and direct their teams effectively, they must hone their understanding of emotional and social cues to improve communication, interaction and results. Through self-assessment and analysis of others' behavioral competencies, you can enhance your leadership skills and achieve greater interpersonal connections and goal attainment.

## Understanding Your EI

- Do you consider yourself more assertive or empathetic? What specific behaviors do you exhibit to indicate this tendency?
- Do you consider yourself more aggressive or passive? What specific behaviors do you exhibit to indicate this tendency?
- What hinders you from displaying certain behaviors and how can you overcome it?
- How have positive reactions to your behavioral patterns impacted your effectiveness at coaching others?
- How have negative reactions to your behavioral patterns affected your effectiveness at coaching others?
- In what ways could you use insights about your behavior to enhance your performance as a leader?
- How can an awareness of your own emotional triggers or tendencies impact your leadership approach?

## Understanding Others' EI

- How could you use feedback on your direct reports' behavioral patterns to enhance their performance?
- Can you think of a situation where you had to coach someone that lacked respect for others' viewpoints or feelings? How did you handle the situation?
- How would you develop a direct report's awareness of their emotional tendencies and the impact on themselves and others?



- In what ways can you communicate empathy, trust and understanding with your direct reports other than verbally?
- When prescribing a change to a direct report's behavior, what can trigger defensive or resistant reactions? How would you address these types of reactions?

## Organizational EI

- Has your company ever required an assessment of your Emotional Intelligence (e.g., EQ-i 2.0 Workplace Report)? If yes, did any of the results confirm or conflict with your self-perception?
- Are you aware of social responsibility? If yes, how is that displayed in your organization?
- Think of the many modes of self-expression. Are they celebrated or tempered in your company? Why do you think that is?
- What benefit do leaders high in Emotional Intelligence contribute to the overall organization?

- ❑ Should an organization value leaders with high IQs more or less than those with high EQs? Why or why not?
- ❑ What tangible steps can you take to manage your behavioral responses to others' emotional or social conduct?

Leaders recognize the impact that emotions have on their thoughts and actions.



### Developing EI Strategies

- ❑ How might revisiting and refining EI strategies to adapt your behavior support your ongoing development?
- ❑ Think about how your awareness of others' behavioral patterns would inform your coaching approach. What would that look like?
- ❑ What are some cues you might observe from others to indicate how they perceive your words and actions?
- ❑ Do you think you have blind spots to the impact of your words and actions on others? If so, what are they? How can you remedy them?

### Want to Learn More?

*Leading With Emotional Intelligence* explores both EQ and EI, expanding leaders' insight into the role emotions play on behavior and provides strategies for applying EI skills with others.

If you would like additional information on how to develop your Emotional Intelligence and become a more effective and influential leader, visit [situational.com](http://situational.com)!

“The more aware you are of your leadership-related strengths and potential areas for self-development, the higher the probability you will match your leadership approach to the needs of the follower.”

– Dr. Sam Shriver