

# Women in Leadership

The Power Within:  
Emotional Intelligence  
for Women in the  
Workplace







## The Power of Emotional Intelligence

This webinar aims to empower women to understand, strengthen and apply emotional intelligence to enhance leadership, collaboration and personal well-being in professional settings







Emotional intelligence accounts for  
over

60%

of people's personal and professional  
achievements





Only about

36%

of people worldwide are emotionally  
intelligent





The demand for EI skills is set to increase by

6X

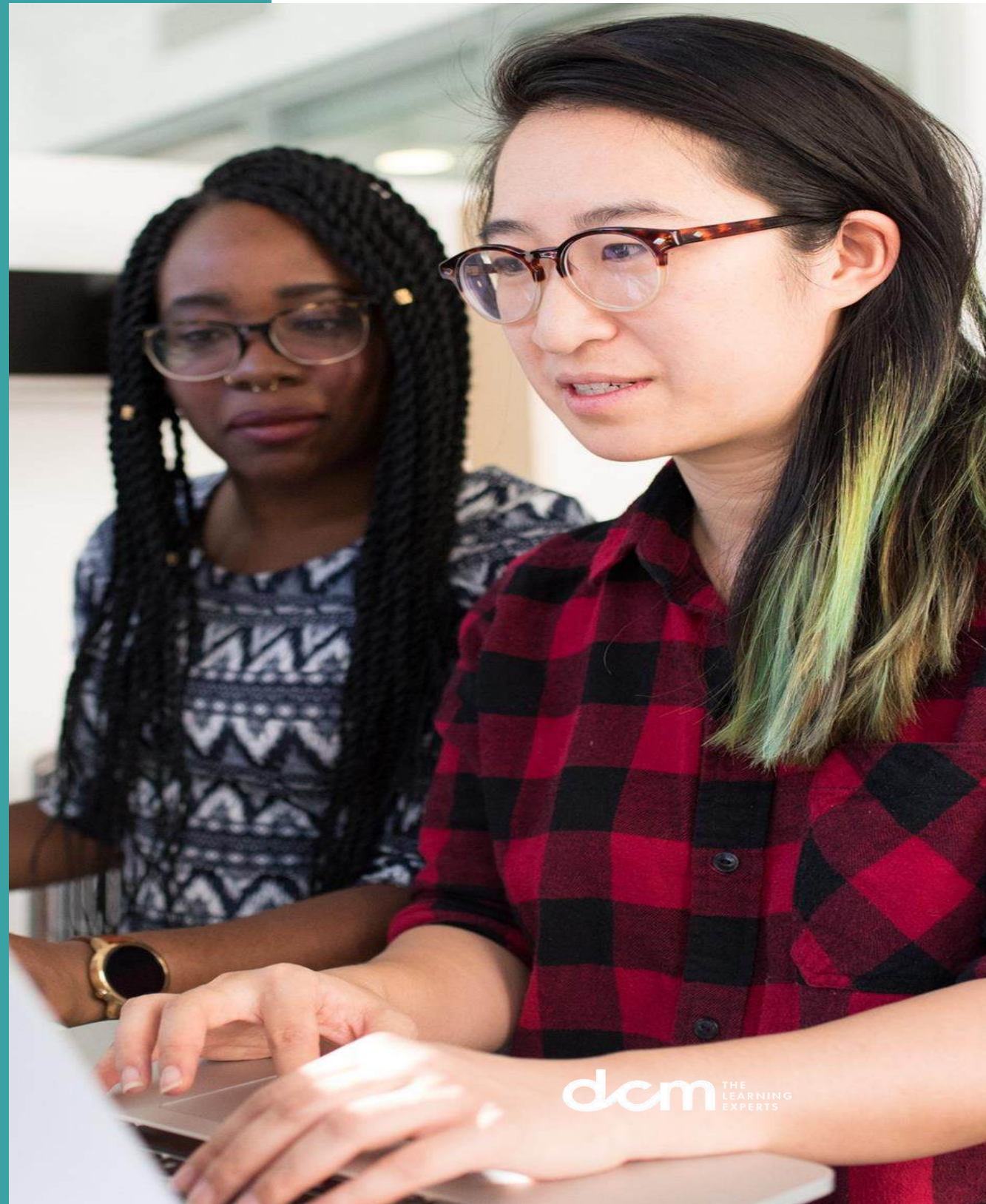
in the next 3-5 years



52%

of companies offer senior  
management roles based on  
candidates' emotional intelligence  
skills





Emotional intelligence has a

58%

influence on job performance



90%

of top performers at work have high emotional intelligence.



# What is Emotional Intelligence?



Emotional intelligence, refers to your ability to understand, control, use, and manage your emotions to relate well with others and overcome challenges.

A key sign of emotional intelligence is your ability to let go of mistakes, embrace and accept changes.

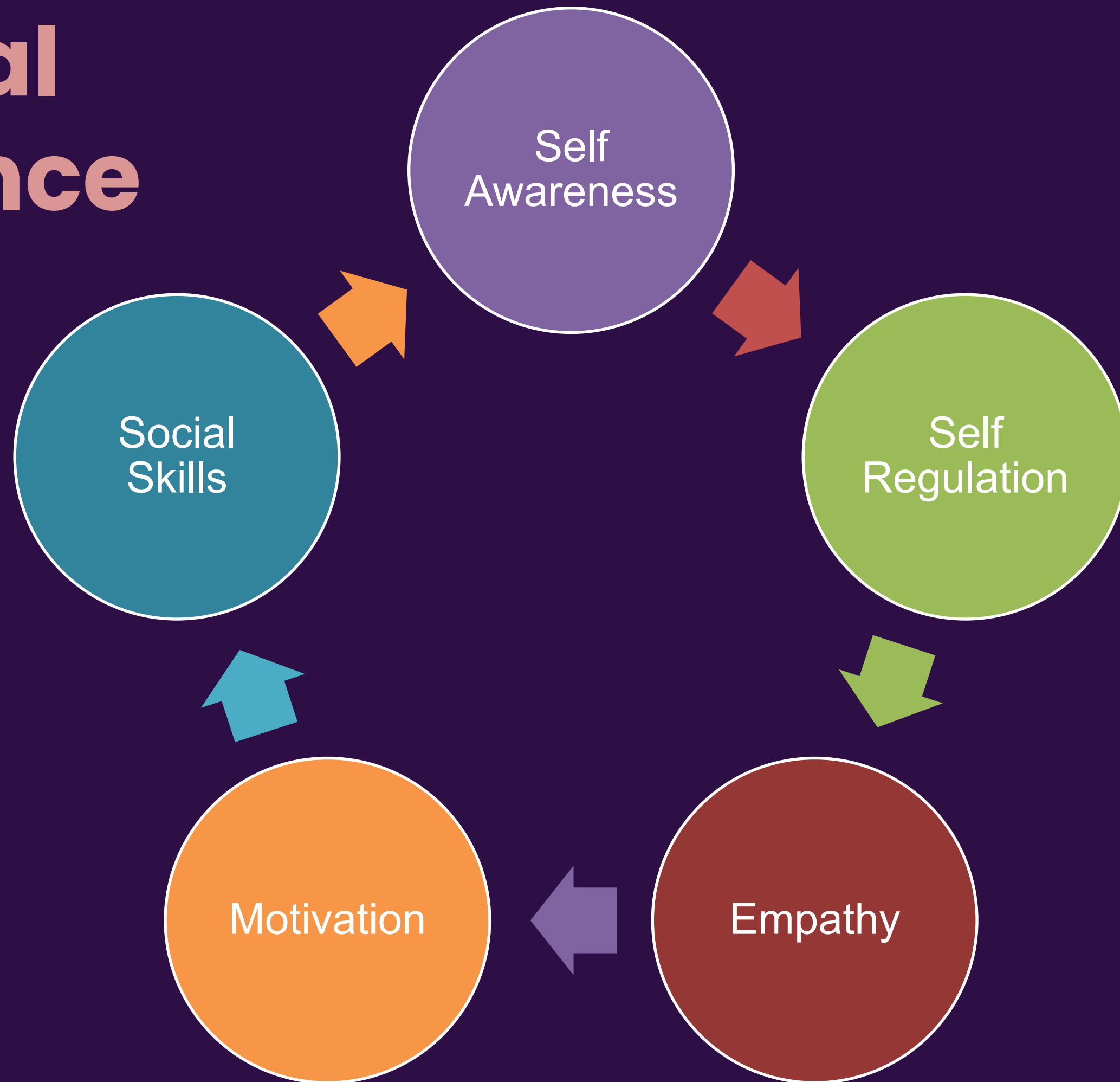


It also shows personal awareness of strength and feelings, empathy and sensitivity to others' feelings and concerns, and managing emotions in challenging situations.

Emotionally intelligent people understand that emotions can be powerful and temporary.



# Emotional Intelligence







Please answer the following questions as honestly as you can.

These polls create self awareness and also help us share our concerns, challenges and of course our strengths!



# 6 Key Concepts



Self Awareness



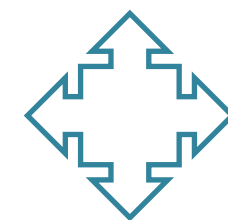
Empathy



Self Motivation



Social Skills



Self Regulation



Relationship Management



An illustration of a person's head and hands. The head is shown from the back, with the scalp area composed of interlocking puzzle pieces in various colors (yellow, orange, green, blue). The person's hands, wearing a purple long-sleeved shirt, are shown placing a green puzzle piece into the head. The background is a light, neutral color.

***In order to understand  
others, we must first  
understand ourselves***





# Self Awareness

Self-awareness is the ability to focus on yourself and how your actions, thoughts, or emotions do or don't align with your internal standards.

If you're highly self-aware, you can

- Objectively evaluate yourself
- Manage your emotions
- Align your behaviour with your values
- Understand correctly how others perceive you





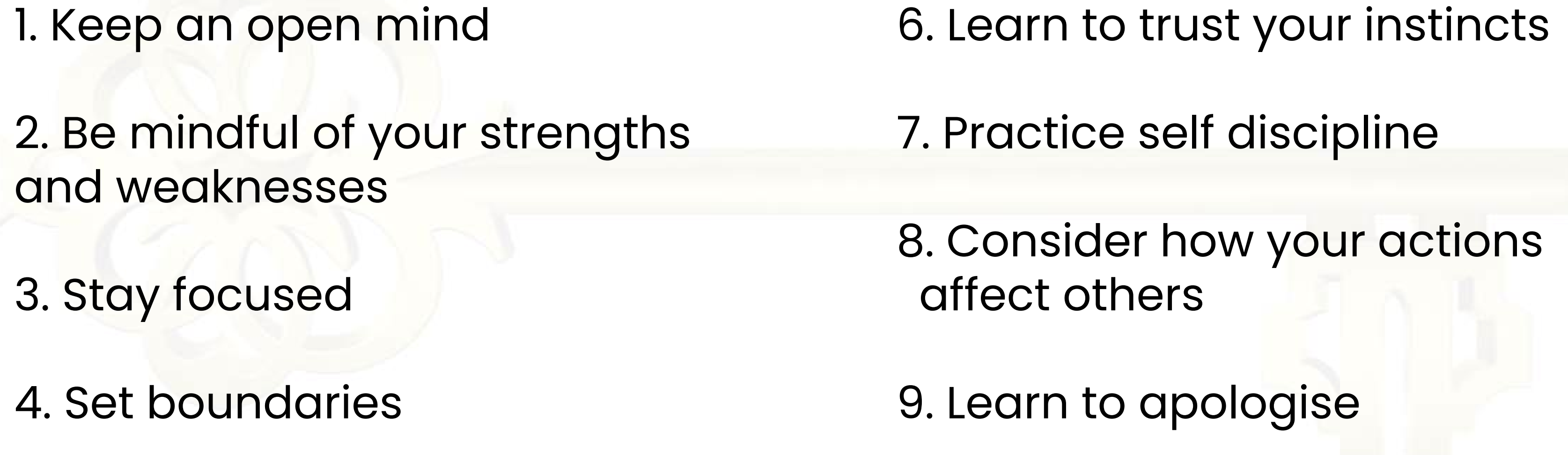


# The Power of Self Awareness

- It gives us the power to influence outcomes
- It helps us to become better decision-makers.
- It gives us more self-confidence
- It allows us to understand things from multiple perspectives
- It frees us from our assumptions and biases
- It helps us build better relationships
- It gives us a greater ability to regulate our emotions
- It decreases stress & makes us happier



# How to Develop Self Awareness

- 
1. Keep an open mind
  2. Be mindful of your strengths and weaknesses
  3. Stay focused
  4. Set boundaries
  5. Know your emotional triggers
  6. Learn to trust your instincts
  7. Practice self discipline
  8. Consider how your actions affect others
  9. Learn to apologise
  10. Ask for feedback





Take some time to think . . .

- 3 Strengths you have and how or when you use them
- 2 Weaknesses and how they have affected decisions you have made or situations you have been in before.
- What one skill would you like to improve on and why?
- How do others in your workplace perceive you? Why?





# Self Regulation

- Self-regulation is the ability to control one's behaviour, emotions, and thoughts in the pursuit of long-term goals.
- It is the ability to manage disruptive emotions and impulses—to think before you act.
- Self-regulation also involves the ability to rebound from disappointment and to act in a way consistent with your values





# Skills that Self Regulate our Emotions



1. Create space

2. Notice what you feel

3. Name what you feel

4. Accept the emotion

5. Practice mindfulness

6. Identify and reduce triggers

7. Take ownership of your response

8. Engage in positive self talk and positive thoughts

9. Tune into physical symptoms



Take some time to think about your emotional triggers

Write down . . .

- What makes you angry/upset and how do you usually respond?
- How do you deal with confrontation?
- What do you like to do that makes you happy or feel good?
- Why does it make you feel this way?



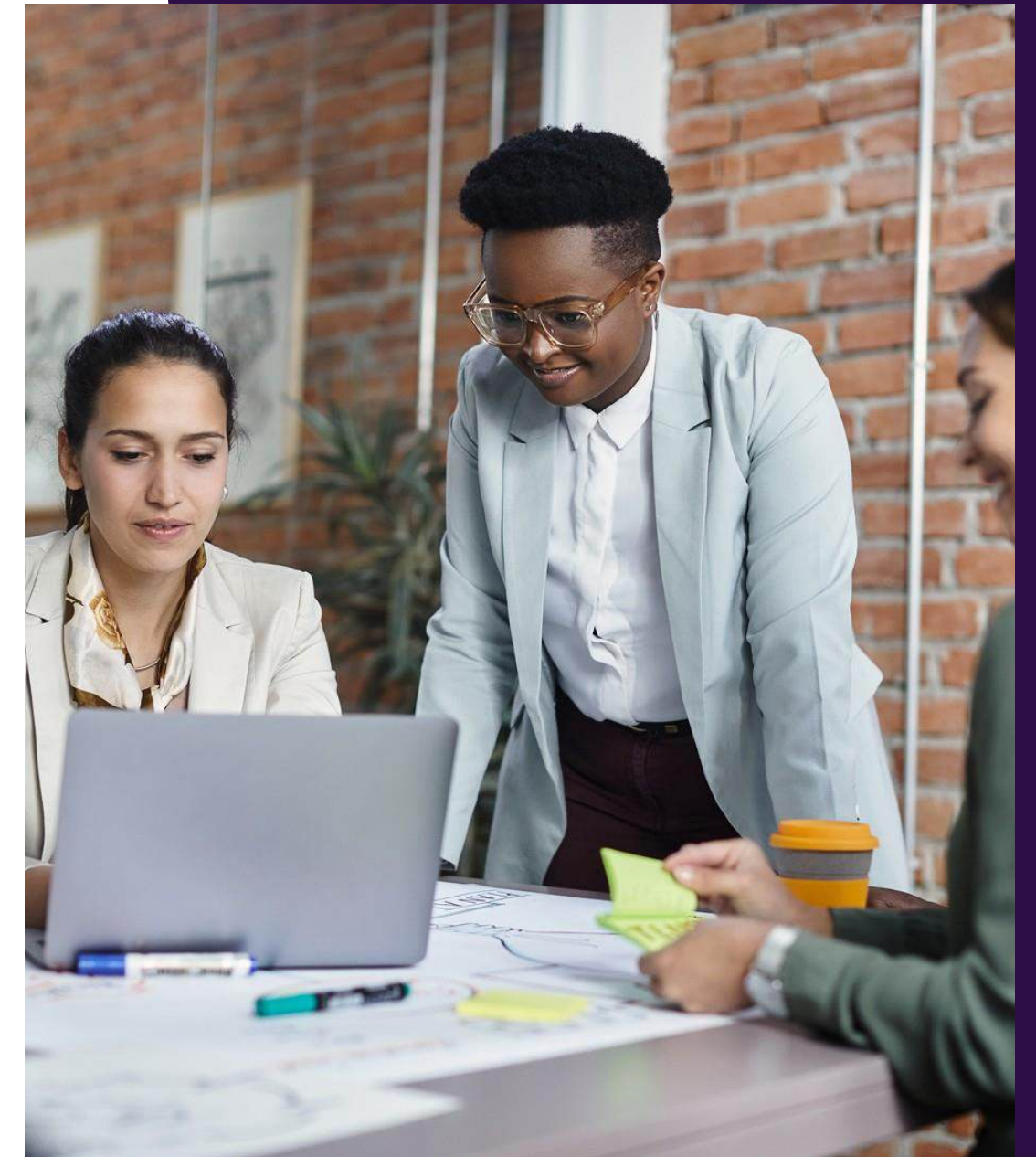


# Empathy

Empathy is the ability to understand each other's feelings and perspectives and show compassion toward them. It is one of the building blocks of healthy relationships.

When we are able to stand in another person's shoes and see life from their point of view we are then better equipped to connect, relate and be a proactive individual.

Empathy is not sympathy





Bring to mind a difficult or uncomfortable situation you are having with someone.

1. Write down your thoughts and feelings for a few minutes.

Return to the present moment

- Notice how you feel.

2. Write down the thoughts and feeling you think the other person may have for a few minutes.

- What do they think?

3. Return to the present moment

- Notice how you feel.

4. Imagine telling a third party the situation , your feelings and the other persons feelings.

What insight do you think they would give to the situation?





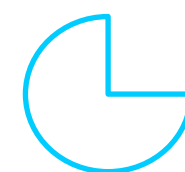
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# Where EQ Makes the Difference



Decision Making & Problem Solving



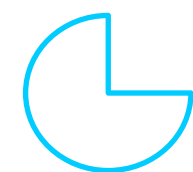
Social & Communication Skills



Influencing & Negotiating



Conflict Management



Good mental health in the workplace and work life balance



# Scenario – Receiving Critical Feedback

## **Situation:**

You've just completed a project you were proud of, but your manager points out several mistakes during the review meeting – in front of your team.

## **EI Challenge:**

Managing your initial emotional response (embarrassment, defensiveness) while staying open to constructive feedback.

## **EI Skills Used:**

Self-awareness

Self-regulation

Empathy (understanding the manager's intent)

## **Reflective Question:**

How can you respond calmly and productively in that moment?





# Scenario – Handling Interruptions



## **Situation:**

During meetings, male colleagues frequently interrupt or talk over you when you try to share your ideas.

## **EI Challenge:**

Balancing assertiveness with composure; addressing the issue without escalating tension.

## **EI Skills Used:**

- Social awareness
- Assertive communication
- Self-confidence

## **Reflective Question:**

What emotionally intelligent ways can you use to make your voice heard respectfully?



# Scenario – Responding to Bias or Micro- aggressions

## **Situation:**

A colleague says, “You’re very emotional for a manager,” after you express concern in a meeting.

## **EI Challenge:**

Managing anger and responding in a way that promotes understanding and awareness.

## **EI Skills Used:**

- Self-control
- Empathy
- Strategic communication

## **Reflective Question:**

How can you address the comment in a way that’s firm but professional?





Please answer the following questions as honestly as you can.

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# Questions & Further Discussion



# Resources

## Books

- 'Emotional Intelligence: Why It Can Matter More Than IQ' – Daniel Goleman
- 'Working with Emotional Intelligence' – Daniel Goleman
- 'Go Suck A Lemon: Strategies for Improving your Emotional Intelligence' – Michael Cornwall
- 'I Dare You to Care- Using Emotional Intelligence to Inspire, Influence and Achieve Remarkable Growth' – Sylvia Baffour

## Videos

- How Emotional Intelligence Makes Leaders More Impactful | Gemma Garcia Godall | TEDxIESEBarcelona  
<https://youtu.be/75obHtjUsG8>
- Strategies to become more emotional intelligent | Daniel Goleman | WOBI  
<https://www.youtube.com/watch?v=pt74vK9pgIA>
- Bring Your Emotions to Work – Bethany J Adams  
<https://youtu.be/4S4wzNX0oOA?si=oHxIKcsP-37yEdyG>

## Websites

- <https://positivepsychology.com/emotional-intelligence-leadership-effectiveness/>
- Statistics Report: <https://passivesecrets.com/emotional-intelligence-statistics/>
- <https://www.discprofile.com/what-is-disc>
- <https://www.headspace.com/>
- <https://www.eaglestalent.com/emotional-intelligence-facts/#:~:text=According%20to%20a%20TalentSmart%20test,of%20success%20in%20all%20jobs>
- <https://hbr.org/2016/01/manage-your-emotional-culture>
- <https://www.forbes.com/sites/forbesbusinesscouncil/2024/02/23/why-emotional-intelligence-matters-at-work-and-how-you-can-improve/>
- <https://sylviaspeaks.com/>
- <https://blog.iawomen.com/how-successful-women-lead-with-emotional-intelligence/>
- <https://www.bbc.com/worklife/article/20221005-eq-why-leaders-are-looking-for-emotional-intelligence>





# Thank You

Women in Leadership  
Mini-Programme