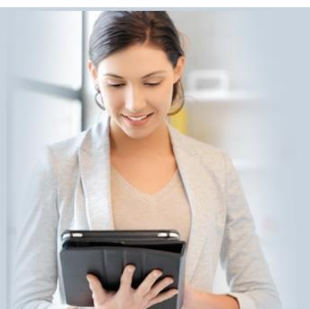




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# Developing Your Team's Effectiveness: Focus on Your Emotional Intelligence Strengths



J. Hughes & Associates







**EQ-i** 2.0<sup>®</sup>  
**CERTIFIED** 



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(include your name, company, and phone) to be part of a draw: **a free EQ-i 2.0 debrief***

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# Poll # 1: Tell Me About Yourself

- ☐ I use the EQ-i 2.0
- ☐ I use a different emotional intelligence assessment
- ☐ I don't use an emotional intelligence assessment
- ☐ I don't assess emotional intelligence

# Poll #2: What is your Role

- ☐ I deliver leadership development sessions within my organization
- ☐ I lead a group that facilitates leadership development
- ☐ I'm an independent trainer/facilitator
- ☐ I don't facilitate as part of my job

# Learning Outcomes

Learn how to create a state of readiness to support individual and team engagement

Recognize the importance of emotional competencies for leaders and teams at all levels

Share practical strategies to achieve desired team outcomes

# Trends in Leadership Development

- Organizational structures are being redesigned & flattened  
- *Mercer Global Talent Trends Report, 2017*
- Scarcity of ready leaders in the pipeline  
- *HBR State of Leadership, 2016*
- Leadership training needs to change to become more relevant and core to business strategy  
- *HBR State of Leadership, 2016*



# Culture

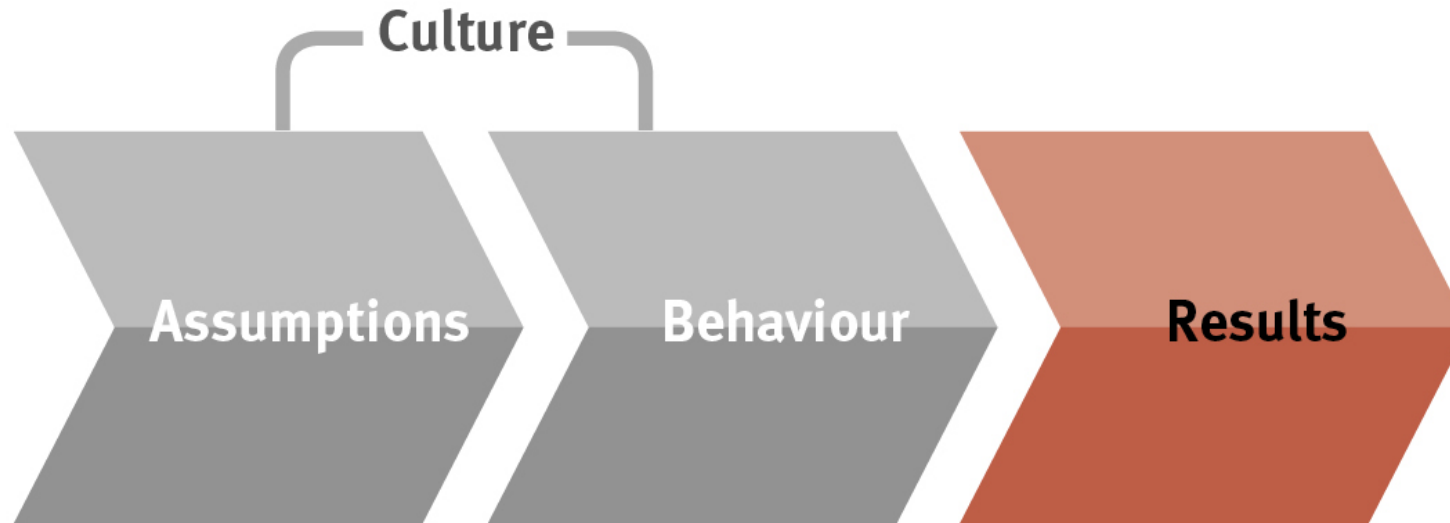
- Culture is character and personality of your organization.
- Culture is the sum of its values, traditions, beliefs, interactions, behaviors, and attitudes.
- What is your company culture?

*“We are what we repeatedly do.” Aristotle*





# Why Culture Matters?



- The assumptions and beliefs of team members drive behaviour.
- The collective behaviour of team members determines results.
- The results measure performance and indicate if strategic business objectives have been achieved.

# Disengagement is Costly:

## Low employee engagement scores lead to...

- 37% higher absenteeism
- 49% more accidents
- 60% more errors and defects
- 18% lower productivity
- 16% lower profitability
- 37% lower job growth



*Queens School of Business and Gallup Organization*



# What is your process to enhance team effectiveness?



# Culture By Design: Team Effectiveness Model

1. Create Readiness (LTORA)
2. Focus of the Team Leader(s)
3. Co-Create a Culture of Learning
4. Integrate Operating Processes
5. Define team communications
6. Outline sustainability measure



*“Coming together is the beginning. Keeping together is progress. Working together is success.”*

- Henry Ford



# Success Story: A Cultural Journey - Leadership Shifts



J. Hughes & Associates





# Co-Creating the Team Effectiveness Model for Sustainability:

- **Multi-National to Family Enterprise Organizations:**
  - Senior leadership team
  - Divisional team leaders & team members
  - Frontline managers/supervisors & team members
  - In partnership with the HR Leaders
- **Retreats:** *Canada and Internationally*
  - Women's Leadership
  - Executive Leadership Retreats
- **Executive and Team Coaching:**
  - Manager to CEO





# Women's Leadership Retreats: Namibia 2017 & 2018



Send an email to [info@jhughesassociates.com](mailto:info@jhughesassociates.com) for details of our upcoming retreats:  
Canadian Executive Leadership Retreat 2019 & International Women's Leadership Retreat 2020



A group of approximately 12 people are sitting in a circle on a stone patio around a central fire pit. Several individuals are playing large, round, light-colored drums. The scene is set in a desert environment with dry grass and mountains in the background under a clear sky. The image is overlaid with a semi-transparent white rectangle containing the title text.

# Success Story: Preparing to Lead Self – Lead Others - Lead Change



J. Hughes & Associates



# POLL #3 - What is the impact of Group Emotional Intelligence?

- ☐ *Trust, Identity, Efficacy*
- ☐ *Participation, Collaboration, Cooperation*
- ☐ *Better Decisions, More Creative Solutions, Higher Productivity*
- ☐ *All of the Above*



*Vanessa Urch Druskat and Steven B. Wolff*



# EQ-i 2.0 Model



# EQ-i 2.0 Model



# EQ-i 2.0 Model





# Strengths Based Focus: Emotional Intelligence

- Focus to individual EQ-i strengths
- Balance your EQ-i strengths
- Leverage the collective EQ-i strengths of the team

# Balancing your EQ-i:

Overview of Your EQ-i 2.0

Name: Mary Middle

## Self-Regard

Self-Regard respecting oneself; confidence 74

70 90 100 110 130

### Balancing Your EI


This section compares Self-Regard with Self-Actualization, Problem Solving, and Reality Testing. The subscale that differs the most from Self-Regard is Reality Testing. Improving the interplay between these subscales is likely to significantly impact your overall emotional intelligence.

**Self-Regard(74)** **Reality Testing(103)**

Your Self-Regard is lower than your Reality Testing and therefore you may base your self-evaluation on objective information more than on subjective information. Since you have a higher reality testing result, this suggests that you use objective information, and that your assessment of your own ability may be influenced by these outside sources. Although input from external sources is important, self-regard is about your own subjective value of self-worth, and should not be overly influenced by external sources.

4

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- low in self-confidence and feelings of self-adequacy.

Decision Making Confidence

Problem Solving find solutions

Reality Testing objective; see things as they are

Impulse Control resist or delay

### Stress Management

Flexibility adapting emotions, thoughts, and behaviors

Stress Tolerance coping with stress

Optimism positive attitude and outlook

expertise to present your opinion confidently in meetings.

**See it. Think it. Do it.** Low self-regard can be visible to your peers, so in addition to developing self-regard on the inside, you also need to consider how you represent yourself to others. When you feel self-doubt creeping in:

- SEE what success would look like to you (e.g., I will close this sale with only a 5% discount).
- THINK about how you will achieve success; tell yourself (and others) that it is possible to reach it.
- DO execute on your plan for success and present yourself accordingly (e.g., maintain eye contact and hold a confident posture—even if you are on the phone, use a steady-paced voice, ask others to hold you accountable).

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# Success Story: Designing a Team Culture



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# Key Focus areas for Leaders...

- Invest in leadership development linked to business strategy
- Create a culture of collaboration.
- Develop communications skills.
- Drive and sustain real accountability.
- Be human and reward emotional intelligence.



# Benefits of Team Effectiveness using EQ-i 2.0

- Enhances leadership skills
- Improves relationships
- Conflict resolution
- Better team work
- Improves communication
- Increases performance





**EQ-i** 2.0<sup>®</sup>  
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