



EMOTIONAL INTELLIGENCE

VIRTUAL CERTIFICATION PROGRAM
Module 5

As we move into the last two sessions..



- ▣ What do you need to learn to be confident leaving session 6?
- ▣ What questions are lurking in the back of your mind?
- ▣ Where do you see yourself starting to use what you've learned – and when?



Module 5 – Learning Outcomes

At the end of this module you will be able to:

- ▣ Describe the competencies of the Genos Model of Emotionally Intelligent Leadership
- ▣ Describe the features of the Genos EI Sales Behaviour Reports
- ▣ Identify what can make debriefs challenging and develop strategies to best manage these situations



UNPRODUCTIVE
STATES

CORE EMOTIONAL INTELLIGENCE COMPETENCIES

PRODUCTIVE
STATES

DISCONNECTED



SELF-AWARENESS

PRESENT

INSENSITIVE



AWARENESS OF OTHERS

EMPATHETIC

UNTRUSTWORTHY



AUTHENTICITY

GENUINE

LIMITED



EMOTIONAL REASONING

EXPANSIVE

TEMPERAMENTAL



SELF-MANAGEMENT

RESILIENT

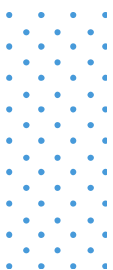
INDIFFERENT



INSPIRING PERFORMANCE

EMPOWERING





Self-Awareness	I	D	d	BM
1. Understands the impact their behaviour has on others.	4	2	2	▼
2. Is aware of their strengths and limitations.	4	3	1	▼
3. Asks others for feedback on their leadership.	3	3	✓	▼
4. Responds effectively to feedback provided to them.	4	4	✓	< >
5. Is consistent in what they say and do.	5	4	1	< >
6. Behaves in a way that is consistent with how they expect others to behave.	5	3	2	▼
7. Demonstrates awareness of their mood and emotions.	5	2	3	▼

Self-Awareness	I	D	d	BM
1. Demonstrates awareness of the way they feel.	4.5	4.0	0.5	< >
2. Demonstrates awareness of the impact emotions can have on their thinking.	5.0	4.0	1.0	< >
3. Demonstrates awareness of the impact their feelings can have on how they interact with others.	5.0	3.5	1.5	< >
4. Asks others for feedback on their behaviour.	4.5	4.5	✓	^
5. Responds effectively to feedback from others.	5.0	4.0	1.0	< >
6. Demonstrates awareness of their mood.	4.5	4.0	0.5	< >
7. Behaves in a way that is consistent with how they describe themselves to be.	5.0	4.0	1.0	< >

Leadership Reports

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360°
EMOTIONALLY INTELLIGENT
LEADERSHIP FEEDBACK REPORT

Sally Sample
1 January 2020
Strictly Confidential

YOUR LOGO
HERE

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180°
EMOTIONALLY INTELLIGENT
LEADERSHIP FEEDBACK REPORT

Paul Example
1 January 2020
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SELF
EMOTIONALLY INTELLIGENT
LEADERSHIP REPORT

Sally Sample
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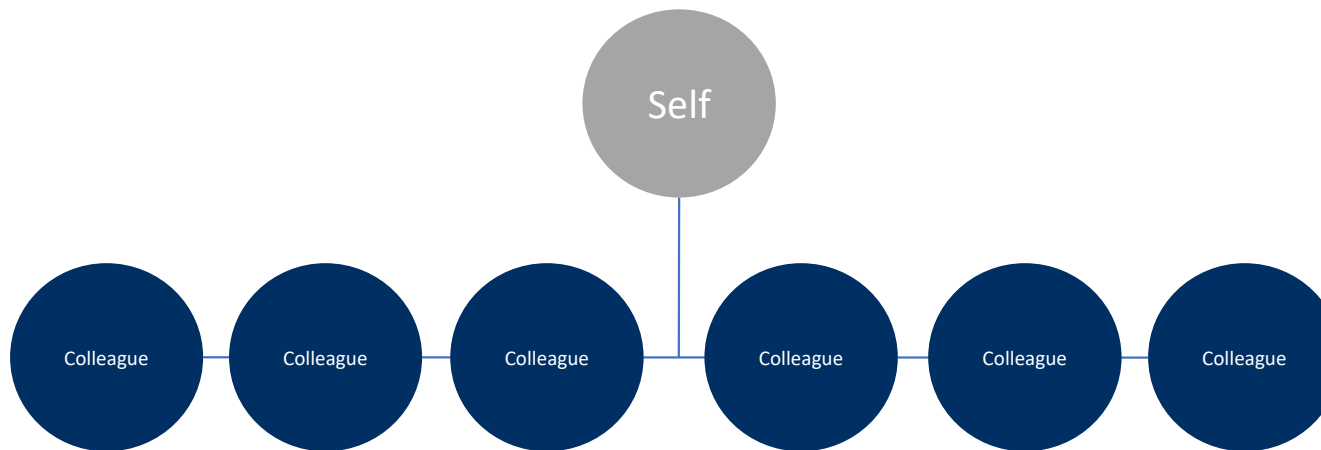
YOUR LOGO
HERE



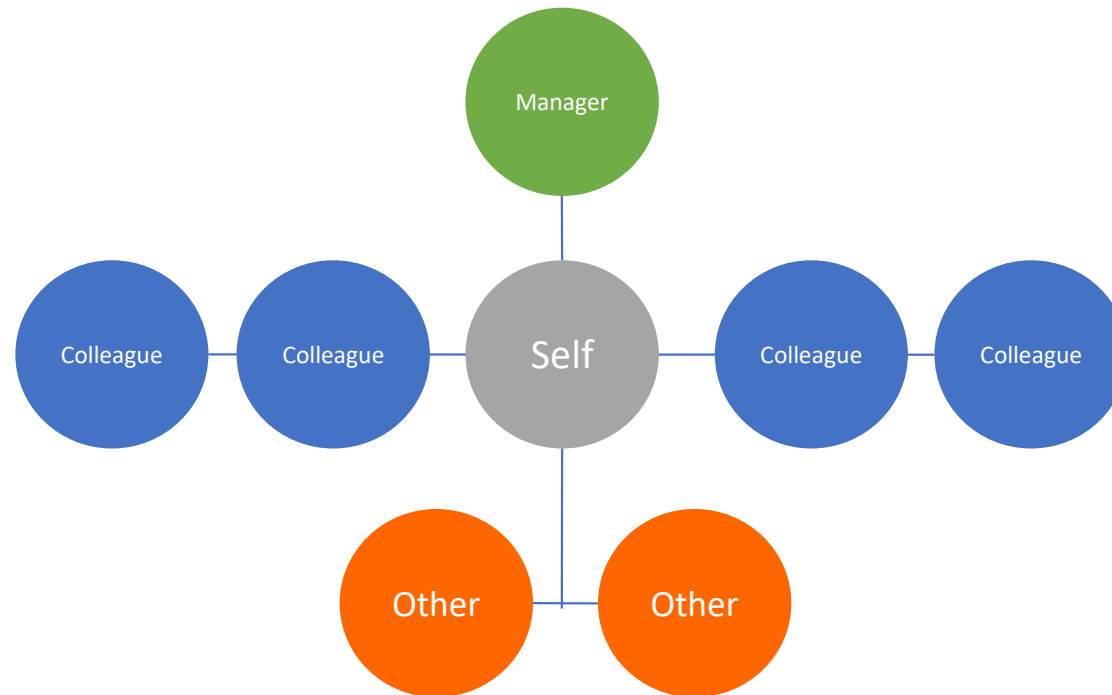
Psychometric Properties

- ▣ 27,160 subjects (4+ direct reports)
- ▣ 210,645 raters
- ▣ Min age 20, maximum 74 with a Mean age of 40
- ▣ 49.5% Male, 49.99% Female and 0.51% Other
- ▣ Education well spread
- ▣ Frontline Manager to Director with the single largest group being Middle Managers
- ▣ Subjects from a broad range of industries

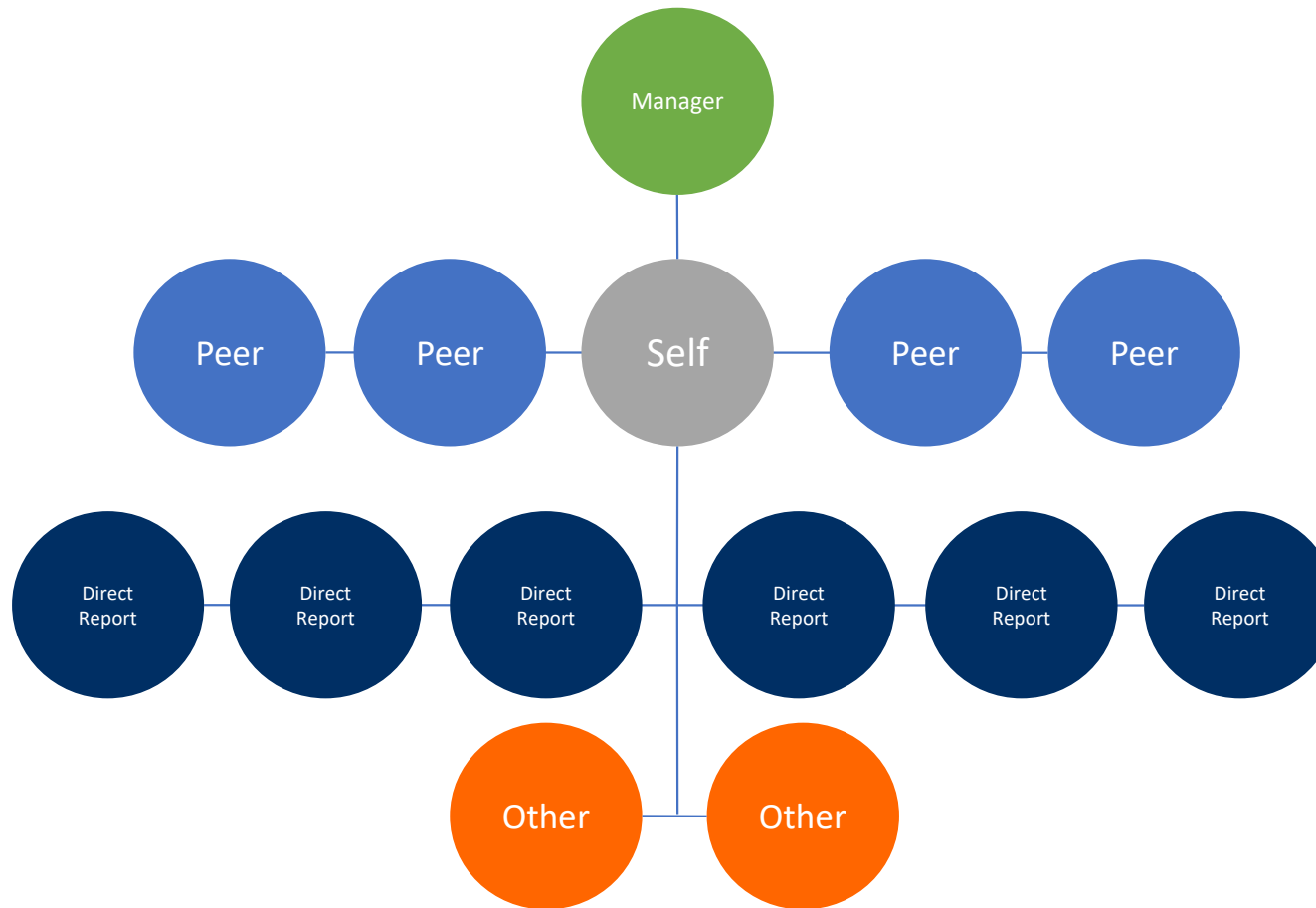
Workplace or Leadership 180



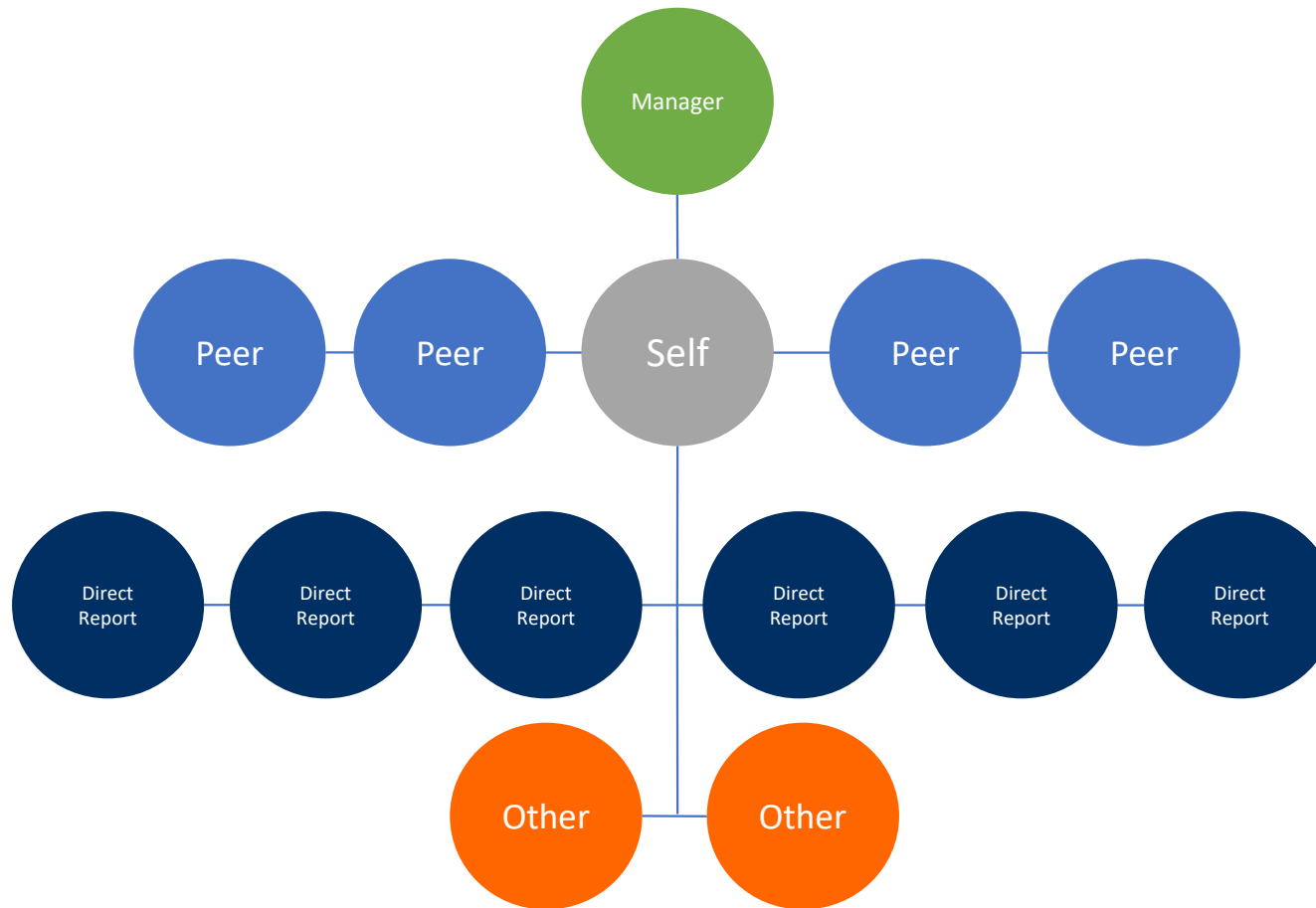
Workplace 360



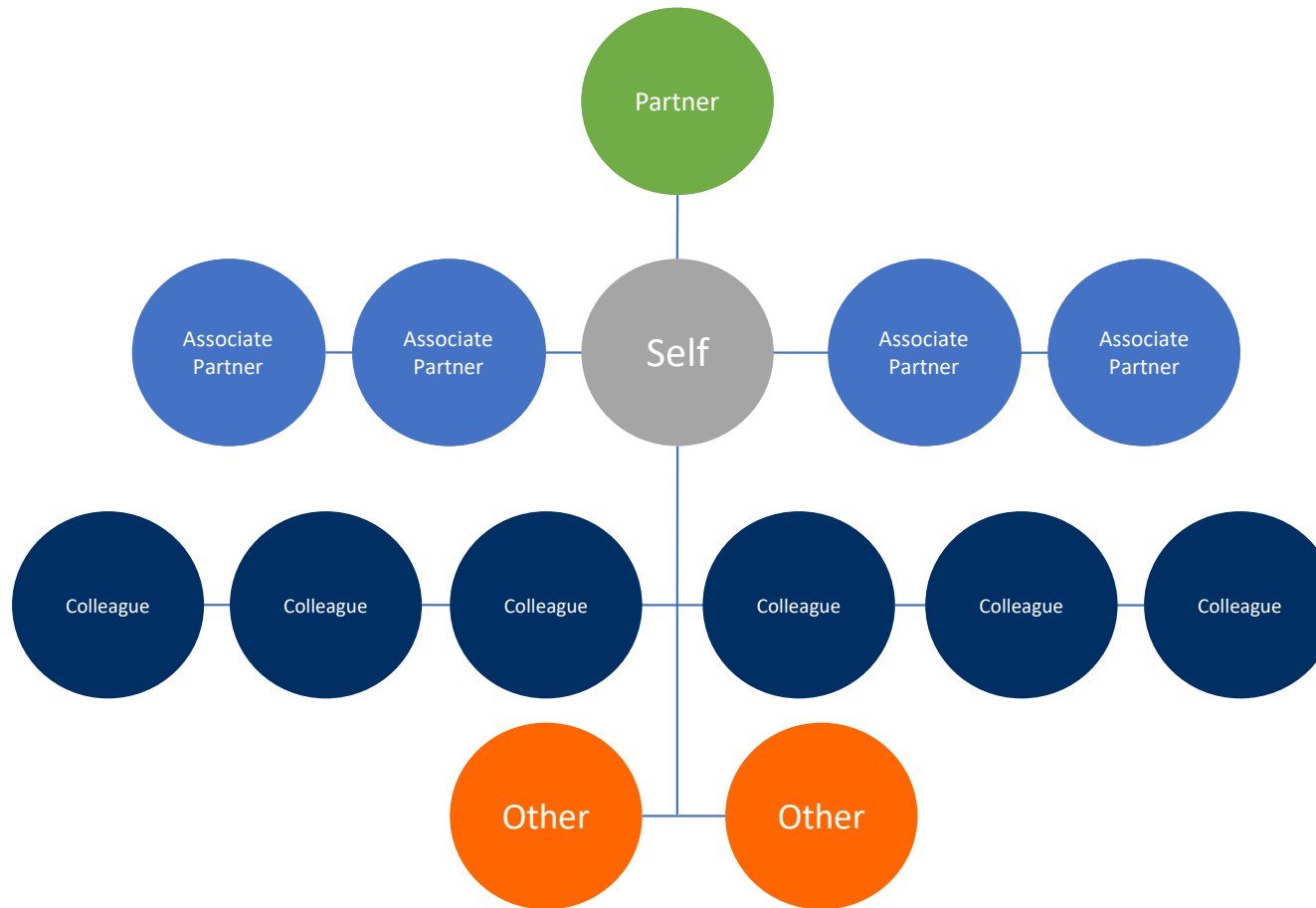
Leadership 360



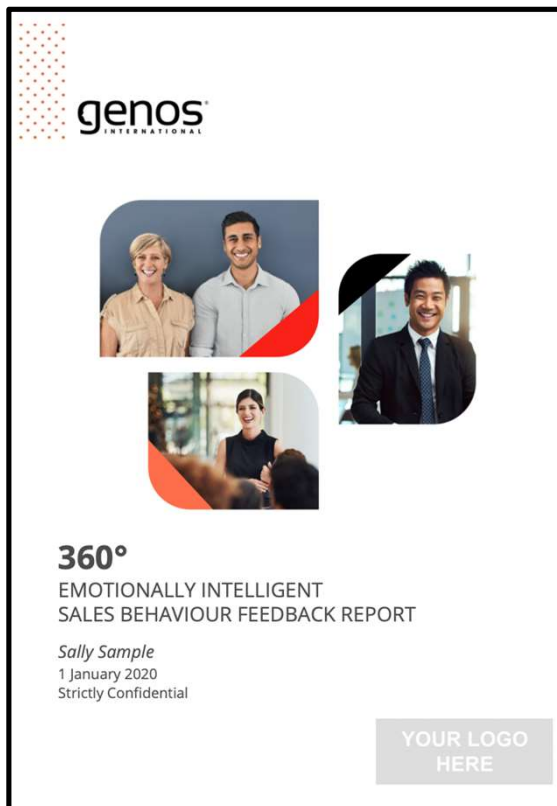
If terminology is important...




If terminology is important...



Sales Reports



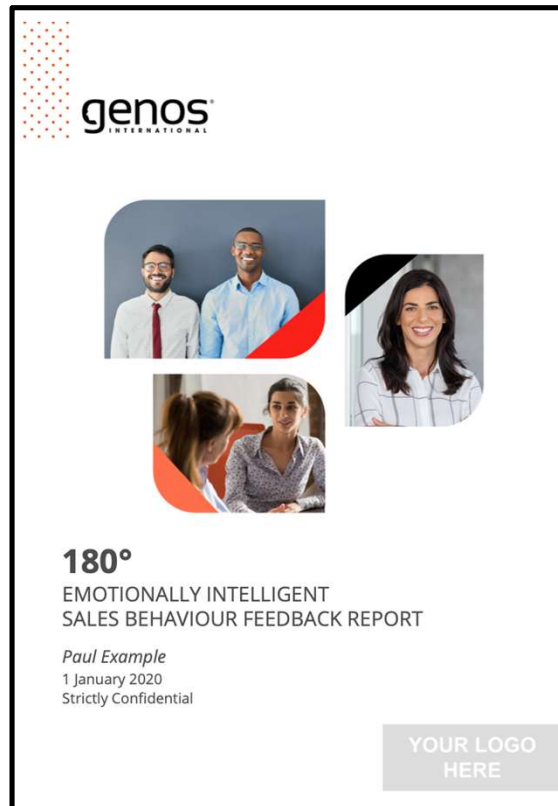
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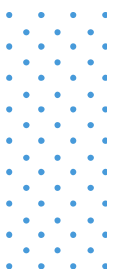
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SELF
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Authenticity	I	D	d
Sally's capacity to effectively facilitate authentic dialogue and develop trust.	4.0	4.5	
Authentic salespeople deliver on their promises and can effectively facilitate difficult conversations. They are able to express their views in a way that facilitates open, respectful dialogue and maintains relationships.			
Emotional Reasoning	I	D	d
Sally's capacity to use emotional data gathered from Self-Awareness and Awareness of Others and combine it with other objective information when decision-making.	4.5	3.0	
Sales people use this capacity to identify when, what and how to communicate, when to listen, what questions to ask and when to let you think things through.			
Self-Management	I	D	d
Sally's capacity to effectively regulate and manage their emotions.	4.5	3.5	
Salespeople high in self-management demonstrate a calm, optimistic demeanour which facilitates healthy, engaging interactions with customers.			

Handling difficult debriefs

- ▣ What are some of the things people say or do that makes debriefs difficult?



Handling difficult debriefs

- ▣ What can we do to manage these challenges?





Module 5 – Learning Assignment

- Review the other models and measures of emotional intelligence through the sample reports and recording we'll send you with this week's follow-up message.
- Be prepared to share your insights with the wider group during the next Module.



Game changing for business
Life changing for people