



Leading With Emotional Intelligence

Presented by:

Jarik E. Conrad, EdD, SPHR, SHRM-SCP
CEO and President

The Conrad Consulting Group, LLC
8833 Perimeter Park Boulevard, Suite 1003
Jacksonville, FL 32216

Office: 904.388.1417 Mobile: 904.613.1475

jconrad@conradconsultinggroup.com

www.conradconsultinggroup.com

Exercise 1: Self-Assessment (Who am I?)

1. Write 3 - 5 characteristics that best capture the essence of who you are.

2. Try to pinpoint the origins of these characteristics. Were they shaped by events, experiences, people, or were you born with them?

Exercise 2: Emotional Expression (Communication Style)

1. Rate yourself on a scale from 1 - 10 on how effectively you express emotions with others (10 is the highest).

Emotion	Supervisor	Peers	Direct Reports
Anger			
Disgust			
Fear			
Happiness			
Sadness			

2. Which emotions are easier for you to express with each level? Why?
3. Which emotions do you struggle with expressing with each level? Why?
4. How does this affect your interactions?

Exercise 3: Understanding Stress

1. How would you rate the level of stress in your job on a scale from 1 - 10? What would the ideal rating be for you?
2. What strategies do you use to overcome stress?
3. How can you help your coworkers deal more effectively with stress?

Post-Work: Empathy (Challenging Employee)

1. Think of a current employee or peer with whom you struggle. How have you tried to manage or work with that person?
2. What do you believe is the source of the problem? Could you be wrong?
3. If you were that person, what would you want to have been done differently?