

Emotional Intelligence on the Job

Action Steps

As a leader, you have the opportunity to see the direct results of your improved emotional intelligence skills. Think of a current situation you are being challenged by.

Now ask yourself these questions:

1) How can you do a better job in setting expectations? What can you do today (or this week) to make expectations more clear?

2) Are you being as accessible as possible? Think of ways you can build increased accessibility into your day, without compromising too much of your own resources.

3) Ask yourself if you are providing positive feedback, and whether it is frequent enough. How can you add more feedback into the current challenge, to soften communication and improve motivation?
