



YOUR LEADERSHIP ROADMAP: EQ, Self- Awareness, Strengths & Communication

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AGENDA

- I. INTRODUCTION/TAKEAWAYS/GROUND RULES
- II. EMOTIONAL INTELLIGENCE QUOTIENT
- III. SELF-AWARENESS DISCUSSION & BREAKOUT
- IV. STRENGTHS – TEAM BUILDING SUCCESS
- V. COMMUNICATION & LISTENING – GENERATIONAL AWARENESS AND TECHNOLOGY
- VI. INVESTING IN YOURSELF
- VII. Q&A

Takeaways

- Distinguish between IQ (Intelligence Quotient) vs. EQ (Emotional Intelligence Quotient) and the role each plays in leadership
- Assess personal leadership style – “how do I lead?”, “who am I as a leader?”, “why do I lead the way I do?”, “do other see me the way I do?”
- Techniques to lead authentically and manage successfully (using EQ domains)
- Identify tools/techniques that support the attendee’s leadership journey

Ground Rules

- **Open-mindedness**
- **Honesty**
- **Confidentiality**
- **Sharing Encouraged**
- **Sharing Not Required**
- **Willingness to share**



DISCLAIMER TIME!



WOULD YOU RATHER...



**WOULD YOU RATHER LIVE IN
A WORLD:**

without music

OR

without movies?

**WOULD YOU RATHER LIVE IN
A DWELLING MADE OF:**

cheese

OR

cookie dough?

**WOULD YOU RATHER BE
ABLE TO:**

**remember every conversation
you have**

OR

**be able to vividly remember
your dreams?**

INTELLIGENCE QUOTIENT (IQ)



INTELLIGENCE QUOTIENT (IQ):

a measure of one's cognitive abilities
or intelligence in relation to their age
group

INTELLIGENCE QUOTIENT (IQ)

LIMITATIONS:

- Not a complete measurement of intelligence
- Cultural bias
- Fixed Mindset

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)



RECOGNIZE

MANAGE

UTILIZE

UNDERSTAND

**EMOTIONAL INTELLIGENCE
QUOTIENT (EQ)**

YOURSELF

OTHERS

SELF-AWARENESS

SELF-REGULATION

MOTIVATION

**COMPONENTS of EMOTIONAL
INTELLIGENCE QUOTIENT
(EQ)**

SOCIAL SKILLS

EMPATHY

SELF-AWARENESS:

The ability to recognize and understand one's own emotions, strengths, weaknesses, and values, and how they impact behavior and thoughts.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)



SELF-REGULATION:

The ability to manage or redirect one's own emotions, particularly negative emotions, and impulses. It involves thinking before acting, staying calm under pressure, and maintaining control over one's emotions.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

MOTIVATION:

The drive to pursue goals with energy and persistence. People with high emotional intelligence are often motivated by internal factors such as personal growth, achievement, and passion for their work, rather than external rewards like money or status.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

EMPATHY:

The ability to understand and share the feelings of others. Empathy involves recognizing others' emotions, taking their perspective, and responding compassionately.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)



SOCIAL SKILLS:

The ability to build and maintain healthy relationships, communicate effectively, manage conflicts, and work well in teams. This includes skills such as active listening, verbal and non-verbal communication, and the ability to inspire and influence others.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

WHY IS EQ IMPORTANT?

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)



WHY IS EQ IMPORTANT?

Communication

Team Performance

Conflict Resolution

Adaptability

Wellbeing

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)



RANKING SHARING EXERCISE

Rank yourself on each component of EQ (1-5).

1 – “I’m in the red – help!”

3 – “I’m good most of the time but could use some improvement.”

5 – “I rock it – I could teach this!”

**TURN TO THE PERSON NEXT TO YOU &
SHARE YOUR TOP HIGH AND LOW**

**Self-Awareness
Self-Regulation
Motivation
Social Skills
Empathy**

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

LIMITATIONS OF EQ

Measurement

Cultural Differences

Overemphasis on Positivity

Potential for Manipulation

Neglect of Rationality

Impact on Mental Health

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

Battle of the Century: EQ vs. IQ

Aspect	IQ Contribution	EQ Contribution
Decision-Making	Provides cognitive skills to process information, analyze data, and make logical decisions.	Helps in understanding and managing emotions, leading to balanced and empathetic decision-making.
Problem-Solving	Enables identification of problems, critical thinking, and devising effective solutions.	Allows handling stress, staying motivated, and collaborating effectively.
Interpersonal Relationships	Helps in understanding complex ideas and communicating them clearly.	Crucial for building and maintaining relationships, involving empathy, social skills, and conflict management.
Leadership	Necessary for strategic thinking, planning, and understanding intricate details.	Essential for inspiring, motivating, and understanding team members, improving teamwork and morale.
Adaptability	Aids in learning new information and adapting to new environments or technologies.	Helps in adjusting emotionally to changes, managing anxiety, and remaining resilient.
Personal Development	Contributes to acquiring knowledge and skills that enhance professional and personal growth.	Fosters self-awareness, emotional regulation, and the ability to seek and provide support for continuous improvement.

Battle of the Century: EQ vs. IQ

<https://youtu.be/k0xgjUhEG3U>

**WHEN YOU ARE HIRING
SOMEONE FOR YOUR TEAM,
WHAT ARE THE TOP TWO
SKILLS YOU LOOK FOR?**



SELF-AWARENESS In LEADERSHIP

1. Assess **strengths and weaknesses**
2. Build **authenticity & trust**
3. Foster **growth**
4. Improve **decision-making**
5. Productive **conflict resolution**
6. Enhance **empathy & support**

SELF-AWARENESS:

The ability to recognize and understand one's own emotions, strengths, weaknesses, and values, and how they impact behavior and thoughts.

EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

INDIVIDUAL EXERCISE

Two Strengths & A Blind Spot

Identify two soft strengths you have.

Share one thing that you struggle with as a leader or team member.



STRENGTHS

STRENGTHS-BASED TEAMS

A strengths-based team focuses on identifying, developing, and leveraging the strengths of each team member to achieve collective goals.

Recognize Individual Strengths

- Every member is aware of their strengths & those of teammates
- Regularly acknowledged and celebrated

Role Alignment

- Strengths based roles
- Work where you excel

Collaboration

- High trust and collaboration
- Complement strengths and cover weaknesses

Continuous Development

- Investment in strengths and growth
- Learning and improvement encouraged

Reinforcement

- Positive feedback and encouragement norm
- Successes celebrated, contributions valued

STRENGTHS-BASED TEAMS

A strengths-based team focuses on identifying, developing, and leveraging the strengths of each team member to achieve collective goals.

High Engagement & Motivation

- Strengths alignment
- Fulfillment & satisfaction

Effective Communication

- Prioritize open communication
- Constructive feedback

Resilience/Adaptability

- Easily adapt to changes and challenges
- Resilience and problem solving

Goals & Purpose

- Investment in strengths and growth
- Learning and improvement encouraged

Supportive Leadership

- Identify and nurture strengths
- Supportive, empowering and facilitative

THE NUMBERS TELL IT ALL... STRENGTHS-BASED TEAMS PERFORM BETTER.

Employee engagement **more than doubles** when employees feel their managers are focused on strengths. (Gallup.com)

Strengths-based development linked to a **19% increase in sales and a 29% increase in profit**. Teams that receive strengths-based feedback show a 12.5% increase in productivity. (PositivePsychology.com)

Managers who focus on strengths see a **40% increase** in productivity from their team members. (Lead Through Strengths)

Organizations that focus on strengths have employees who are **85% more likely to stay** with the company for at least another year; stark contrast to organizations that do not focus on strengths, where only 37% of employees plan to stay. (Gallup.com)

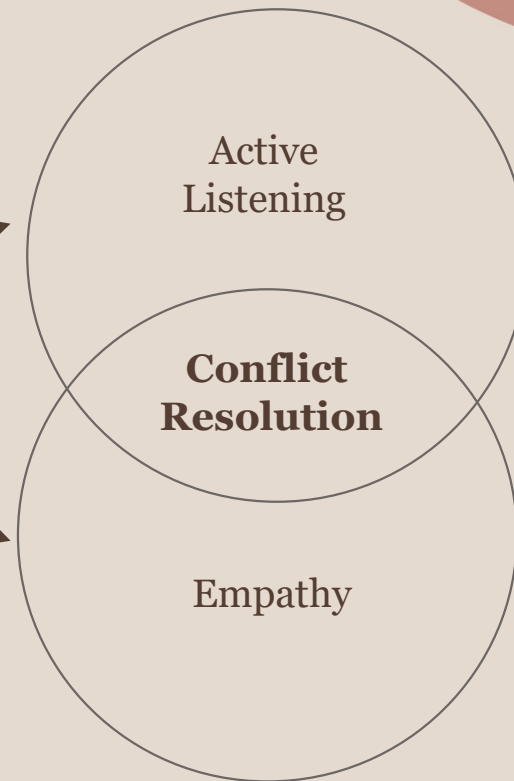
COMMUNICATION

EFFECTIVE & HONEST COMMUNICATION...

1. Builds Trust
2. Enhances Collaboration
3. Resolves Conflict
4. Boosts Productivity
5. Facilitates Change Management
6. Strengthens Relationships

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TYPES OF LISTENING

Active Listening

- Engage fully, interest, feedback
- Nodding, eye contact, questions

Passive Listening

- No response, feedback
- Listening to lecture via headphones while notetaking

Reflective Listening

- Reflecting on speaker's points
- Paraphrasing speaker's points to show understanding

Critical Listening

- Evaluating, analyzing
- Debate or persuasive speech to form opinion

Empathetic Listening

- Understand and share feelings of speaker
- Comforting a friend, providing support

Comprehensive Listening

- Engage fully, interest, feedback
- Following instructions during training seminar

Appreciative Listening

- Enjoying, appreciating what you are hearing
- Listening to music, captivating story

Selective Listening

- Paying attention to certain parts only
- Tuning into some, disregarding others

Biased Listening

- Through personal biases or preconceived notions
- To confirm one's beliefs

Informational Listening

- Goal of learning or gaining new info
 - Lecture, podcast, educational videos
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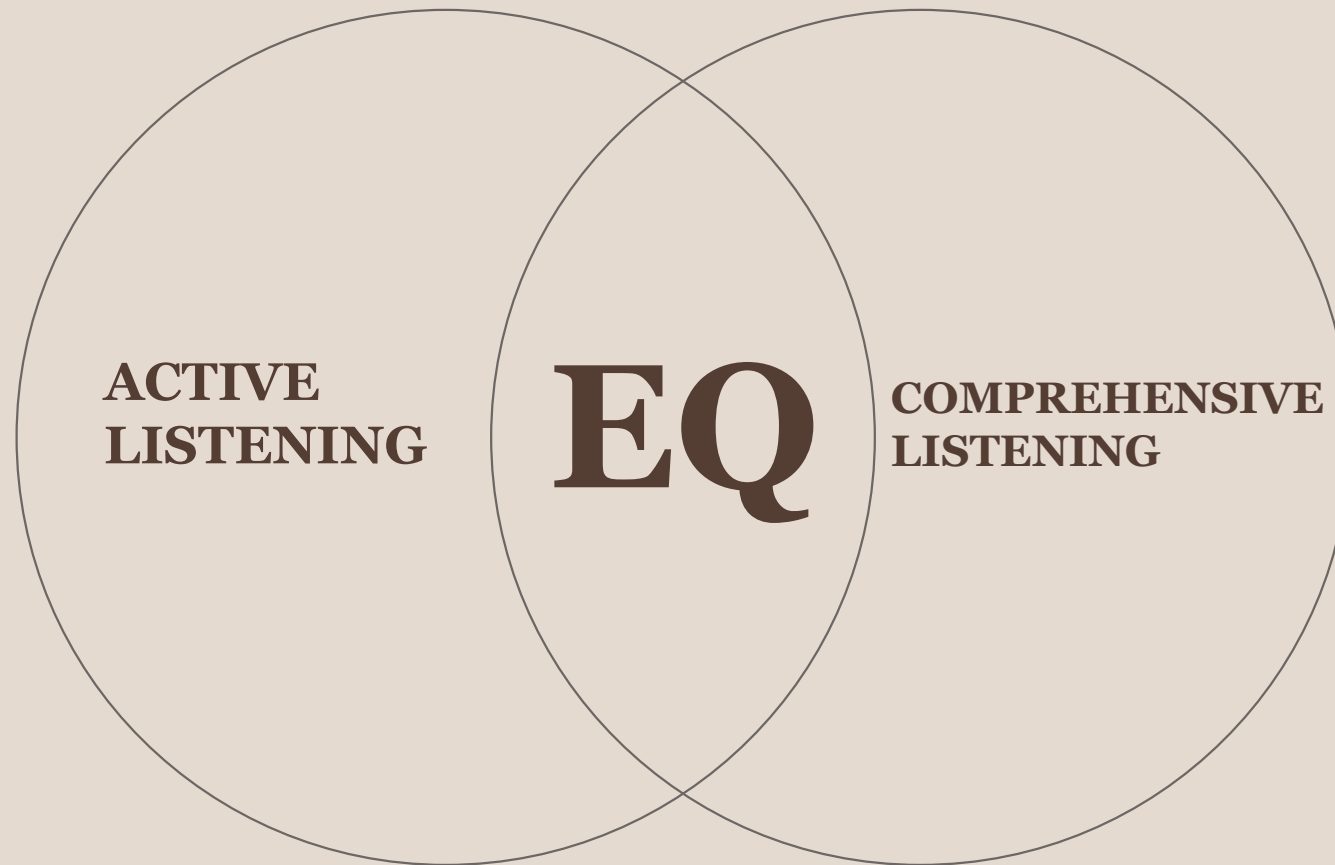
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COMMUNICATION & GENERATIONAL AWARENESS

Generations in the Workforce:

1. Baby Boomers (60-78 years old)
2. Gen X (44-59 years old)
3. Millennials (28-43 years old)
4. Gen Z (12-27 years old)

Things to Consider:

1. Communication Preferences
2. Feedback & Recognition
3. Work-Life Balance
4. Technological Proficiency
5. Conflict Resolution
6. Workplace Values

GENERATIONAL CONSIDERATIONS

	Communication Preferences	Feedback and Recognition	Work-Life Balance
Baby Boomers	Face-to-face, phone, formal emails	Formal, scheduled feedback	Prioritize work
Generation X	Emails, phone calls	Straightforward, balanced feedback	Value work-life balance and flexibility
Millennials	Instant messaging, emails, video calls	Regular, immediate feedback	Expect flexibility and remote work
Generation Z	Social media, instant messaging	Continuous, personalized feedback	Highly value work-life balance

GENERATIONAL CONSIDERATIONS

	Technological Proficiency	Conflict Resolution	Workplace Values
Baby Boomers	Willing to learn new tech	Direct and formal approaches	Loyalty, stability, long-term rewards
Generation X	Adapted to both analog and digital	Pragmatic solutions	Independence, work-life balance, career development
Millennials	Comfortable with wide range of tech	Collaborative approaches	Purpose-driven work, career progression, continuous learning
Generation Z	Highly proficient with latest tech	Transparent and immediate resolution	Meaningful work, diversity, social responsibility

BUILDING TRUST AS A LEADER



Communicate Openly and
Honestly

TRANSPARENCY:
OPEN AND HONEST
ABOUT COMPANY'S
CHALLENGES AND
SUCCESSES.

ACTIVE LISTENING:
ENCOURAGE FEEDBACK
AND LISTEN TO YOUR
TEAM'S CONCERNS AND
SUGGESTIONS.



Demonstrate Integrity

CONSISTENCY:

FOLLOW THROUGH ON
YOUR PROMISES AND
COMMITMENTS.

ETHICAL BEHAVIOR:

ALWAYS ACT IN AN
ETHICAL MANNER AND
SET A GOOD EXAMPLE
FOR OTHERS.

A stylized leaf graphic in a dark grey color, positioned in the upper left quadrant of the slide. The leaf is elongated with several pointed lobes. The background of the slide is split into two main colors: a dark grey area on the left and a light beige area on the right. There are also some white curved lines in the bottom left corner.

Show Empathy

UNDERSTANDING:

SHOW GENUINE
INTEREST IN YOUR TEAM
MEMBERS' WELL-BEING,
BOTH PROFESSIONALLY
AND PERSONALLY.

SUPPORT:

OFFER SUPPORT DURING
DIFFICULT TIMES AND
CELEBRATE THEIR
SUCCESES.

A stylized, dark grey leaf graphic is positioned in the upper left corner of the slide. The background is split into two main colors: a dark grey area on the left and a light beige area on the right. The text 'Be Competent' is written in a white serif font on the dark grey background.

Be Competent

KNOWLEDGE AND SKILLS:

CONTINUOUSLY DEVELOP
YOUR OWN SKILLS AND
KNOWLEDGE TO
EFFECTIVELY LEAD YOUR
TEAM.

DECISION MAKING:

MAKE INFORMED AND
THOUGHTFUL DECISIONS
THAT REFLECT WELL ON
YOUR LEADERSHIP.

A stylized, dark grey leaf graphic with several pointed leaves, positioned in the upper left quadrant of the slide. It is set against a background of two large, overlapping circles: a dark grey one on the left and a light beige one on the right.

Foster Collaboration and
Teamwork

INCLUSIVE ENVIRONMENT:
CREATE AN ENVIRONMENT
WHERE EVERYONE FEELS
VALUED AND INCLUDED.

DELEGATION:
TRUST YOUR TEAM BY
DELEGATING TASKS AND
RESPONSIBILITIES
APPROPRIATELY.



Provide Constructive Feedback

POSITIVE REINFORCEMENT:
RECOGNIZE AND REWARD GOOD
PERFORMANCE.

DEVELOPMENTAL FEEDBACK:
OFFER CONSTRUCTIVE
CRITICISM IN A WAY THAT HELPS
TEAM MEMBERS GROW AND
IMPROVE.

A stylized, dark grey leaf graphic with several pointed leaves, located in the upper left quadrant of the image.

Be Accountable

OWNERSHIP:

TAKE RESPONSIBILITY
FOR YOUR ACTIONS AND
DECISIONS.

TRANSPARENCY:

ADMIT WHEN YOU ARE
WRONG AND LEARN
FROM YOUR MISTAKES.

A stylized, dark grey leaf graphic with several pointed leaves, located in the upper left quadrant of the slide.

Build Relationships

ONE-ON-ONE TIME:

SPEND TIME WITH TEAM MEMBERS INDIVIDUALLY TO UNDERSTAND THEIR MOTIVATIONS AND GOALS.

TEAM BUILDING ACTIVITIES:

ORGANIZE ACTIVITIES THAT HELP BUILD RELATIONSHIPS AND CAMARADERIE WITHIN THE TEAM.



Promote Fairness

EQUAL TREATMENT:

ENSURE ALL TEAM
MEMBERS ARE TREATED
FAIRLY AND WITHOUT
FAVORITISM.

RECOGNITION:

ACKNOWLEDGE AND
APPRECIATE EVERYONE'S
CONTRIBUTIONS.

A stylized leaf graphic in a dark grey color, positioned in the upper left quadrant of the slide. The leaf has several pointed, elongated shapes along a central stem, with some smaller leaflets branching off. The background of the slide is split into two main colors: a dark grey on the left and a light beige on the right. There are also some white curved lines at the bottom left.

Adaptability

FLEXIBILITY:

BE OPEN TO NEW IDEAS
AND ADAPTABLE TO
CHANGE.

RESILIENCE:

SHOW STRENGTH AND
RESILIENCE IN THE FACE
OF CHALLENGES, WHICH
CAN INSPIRE YOUR TEAM
TO DO THE SAME.

Teams with Trust Perform Better

- 50% higher productivity
- 74% less stressed
- 106% more energetic at work
- 29% more satisfied with their lives outside of work
- 76% more likely to engage in open communication
- 50% more likely to stay with their employer over the next year
- 40% less burnout and 13% fewer sick days
- 2.5 times higher revenues than low-trust companies

Source: Paul J. Zak, "The Neuroscience of Trust," Harvard Business Review, January–February 2017 Issue.

A stylized, dark grey leaf graphic with several pointed leaves, positioned in the upper left corner of the slide.

INVEST IN YOURSELF

An abstract graphic consisting of two overlapping circles, one light grey and one light beige, located in the bottom left corner of the slide.

I. ASSESSMENTS

II. FEEDBACK

III. SELF-CARE

IV. DEVELOPMENT & LEARNING

**V. PERSONAL RELATIONSHIP
INTEGRATION**

QUESTIONS/SHARING

QUESTIONS/SHARING



THANK YOU!

J. Nealy Wheat, CAE, SPHR

Real Colors® Certified Facilitator

CONNECT WITH ME!



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