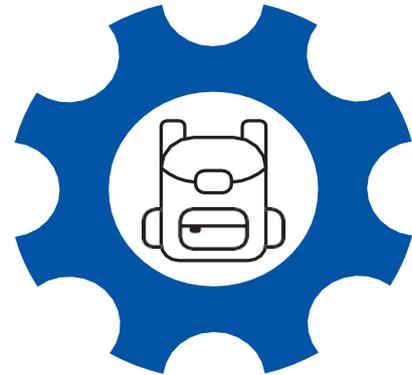




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Module 6
The mind of the leader





The mind of the leader

How are you doing?





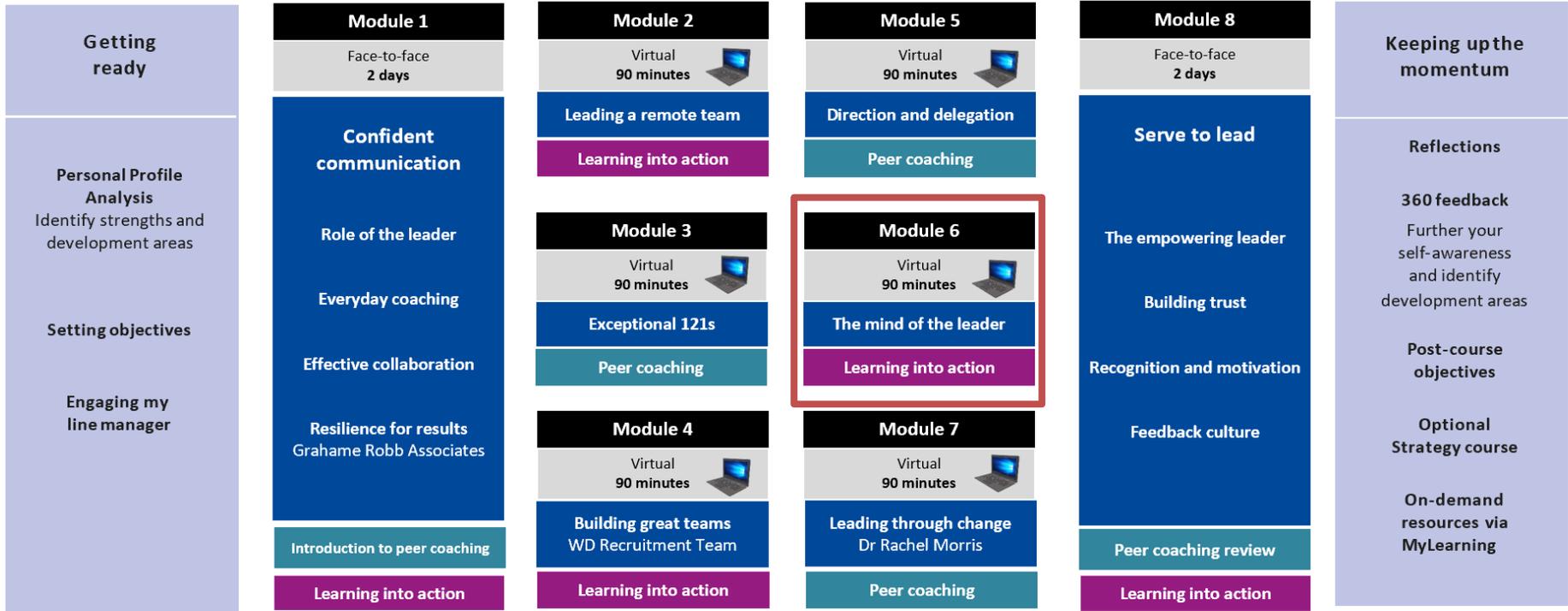
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A 15-month programme for new and upcoming Leaders with responsibility for direct and non-direct teams



Module 6: The mind of the leader

Develop a higher level of emotional intelligence and understand the importance of mindset in overcoming challenges





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Emotional intelligence



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Emotional intelligence (EQ)

“When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.”

Dale Carnegie

What is Emotional Intelligence?

The ability to understand and manage your emotions without being controlled by them

Why is it important?



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5 domains of Emotional Intelligence

Self-awareness

Understanding your own emotions

Do you know your own strengths and weaknesses?

Self-regulation

Staying in control and managing your own emotions

How do you cope with things outside of your control?

Motivation

Working consistently to achieve your goals

What motivates you?
What is your Why?

Empathy

Recognising and understanding other people's emotions

Can you put yourself in someone else's shoes?

Social Skills

Managing relationships effectively

How do you show genuine interest in others?



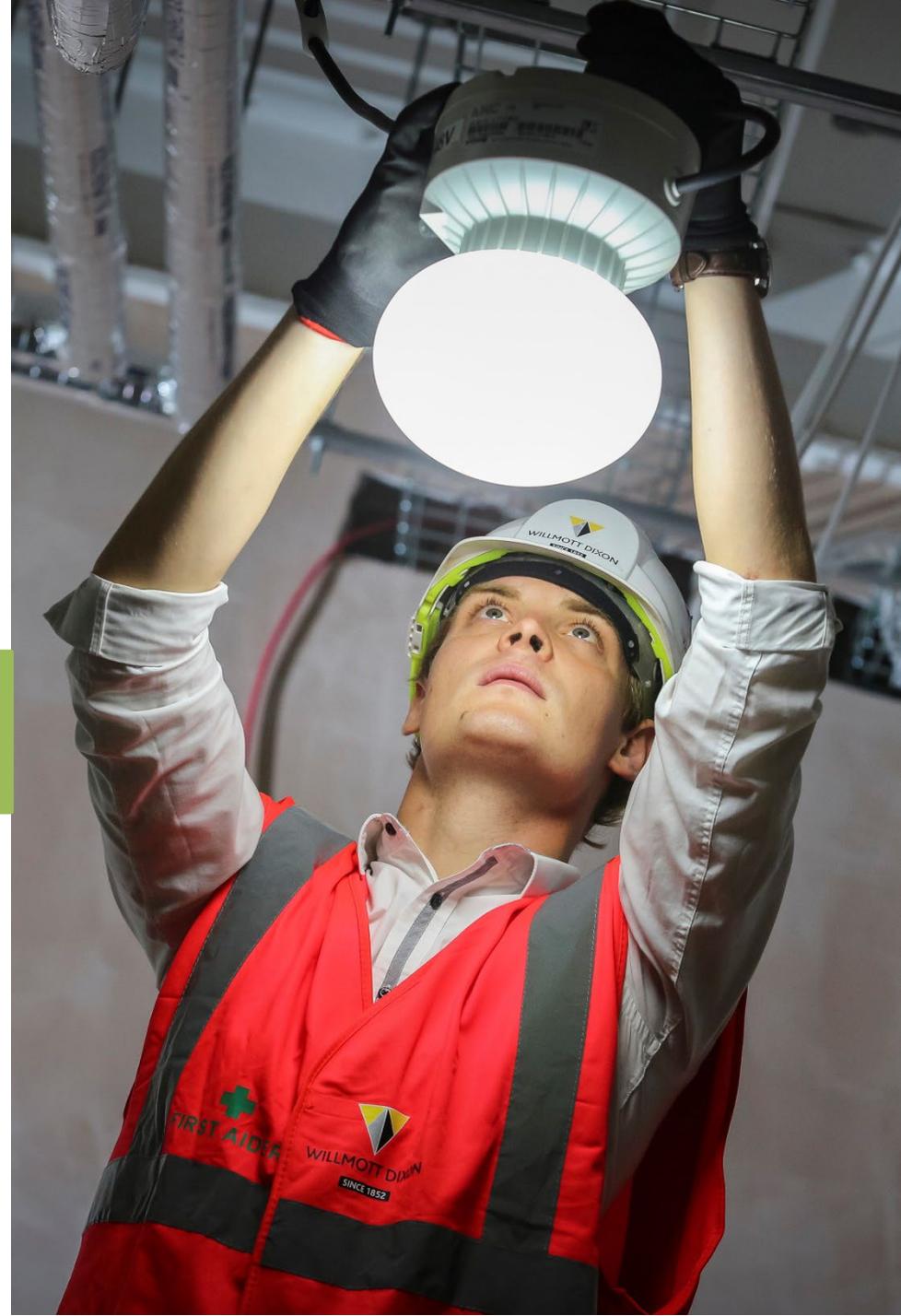
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Is EQ more important than IQ?

**IQ shows what you know
EQ shows who you are**

*“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your emotions, if you can't have empathy and have effective relationships, then **no matter how smart you are, you are not going to get very far.**”*

Stephen Covey



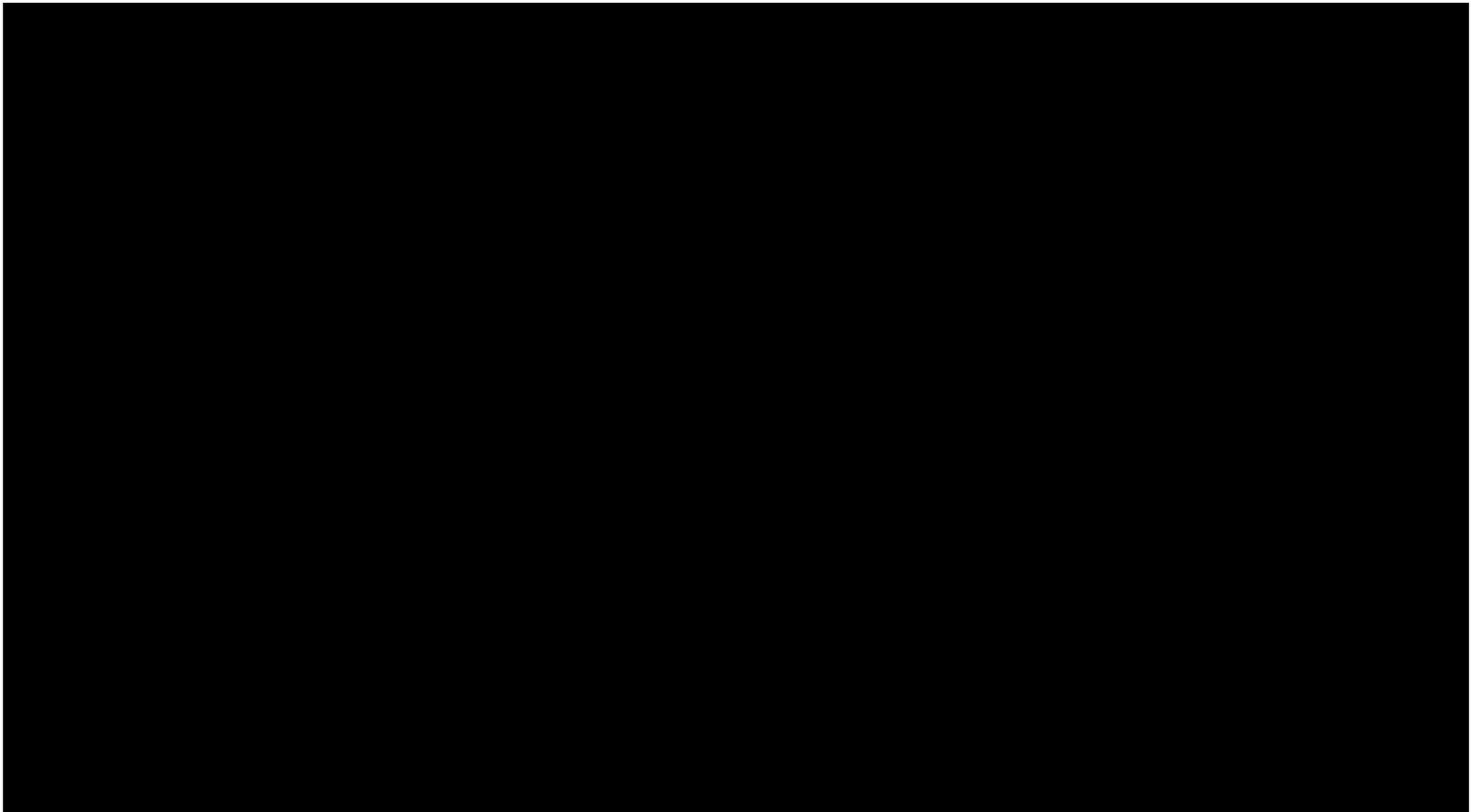


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How is he demonstrating EQ?





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Emotional Intelligence in practice

Overly
emotional

Has an initial emotional reaction to challenges and setbacks. Tends to react quickly without taking the time to think through the situation.

'Yes man'

Agrees with everything you say and happy to go with your decision. Will defer any responsibility or decision-making to others.

All about
me

Regularly bring the focus of the conversation back to them. Conversations can tend to lose focus and go off track as you only discuss their issues.

No
Emotion

Overly focused on process and policy without taking people's emotions and feelings into account. Views emotions as unnecessary and unproductive.

How do they make you feel?
What can you put in place to change the dynamic?



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Top tips to build your EQ

Slow Down

Instead of rushing through decisions and reacting to situations, take a moment to pause and think. Recognise your emotions, **build your self-awareness** and seek to understand why you're feeling a certain way.

Listen

When people talk to you? Do patterns in connections.

Leader as stress buffer, not stress amplifier

Managing peoples feelings and emotions, not just the process

excited to
notice
meaningful

Be open-minded

If you can think through the various possibilities for why you or someone else is acting a certain way, you're much more likely to identify a solution that is rational and fair.



“Whether you think you can or you think you can’t, you’re right”

Henry Ford

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The power of mindset





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Change your inner narrative

FIXED MINDSET

I don't need to learn this

I'm already fine at this

This is boring

I'm terrible at this

GROWTH MINDSET

This might be useful in the future

Maybe there's something new I can learn here

I wonder why others find it interesting

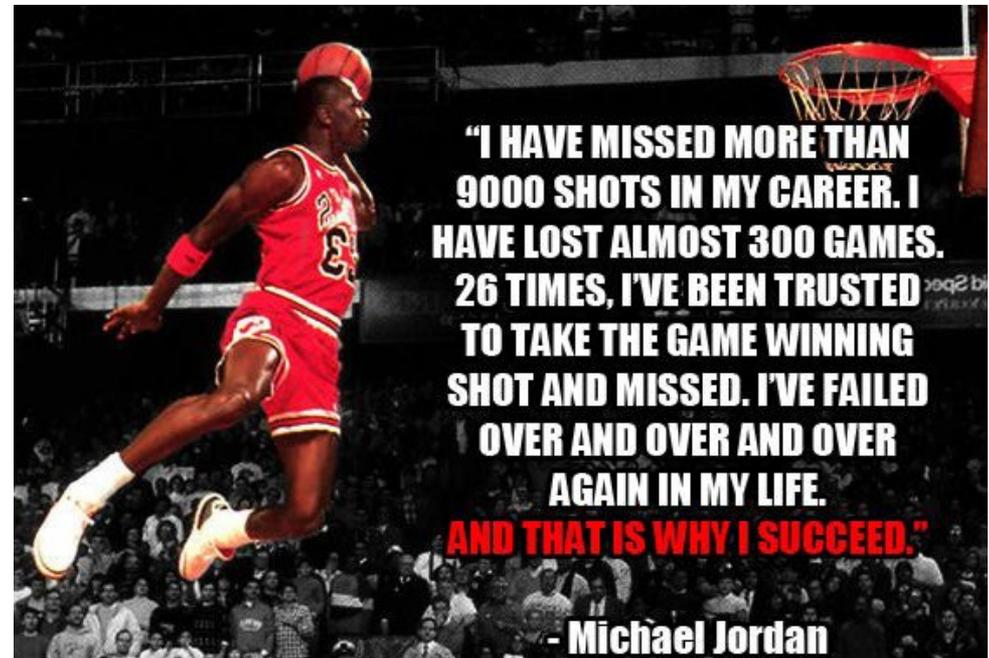
I'm making beginner mistakes but I'll get better



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Reframe failure

- Carol Dweck – The Power of “not yet”
- We can always improve and get better.
- Even people that have talent or technical ability need to work hard to make the most of it.





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What can you do to reframe failure?



Don't fear it

View it as a learning experience

Don't make it personal

"Not yet"

*"I haven't got
this....yet"*

*"I don't understand
this....yet"*

*"This isn't in my
comfort zone....yet"*

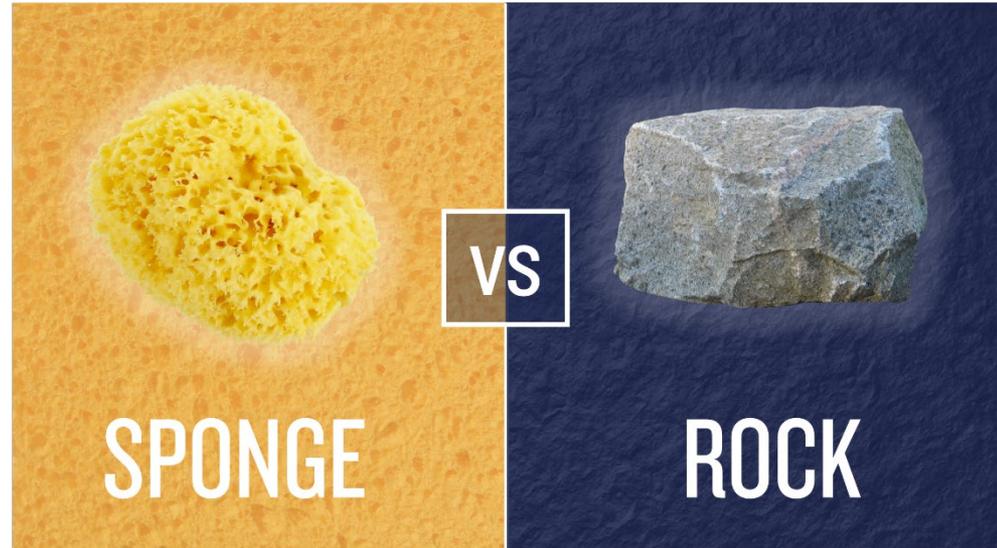




The mind of the leader

Sponge vs Rock

- **Sponges** are able to put themselves out there, learn new things, ask lots of questions and put forward new ideas.
- **Rocks** on the other hand are rigid, set in their ways and find it very difficult to change.



HANDOUT ALERT
Be More Sponge

Be More Sponge

How can you increase your growth mindset?



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Learning into action

What actions will you take away from today?

What are you going to do differently?

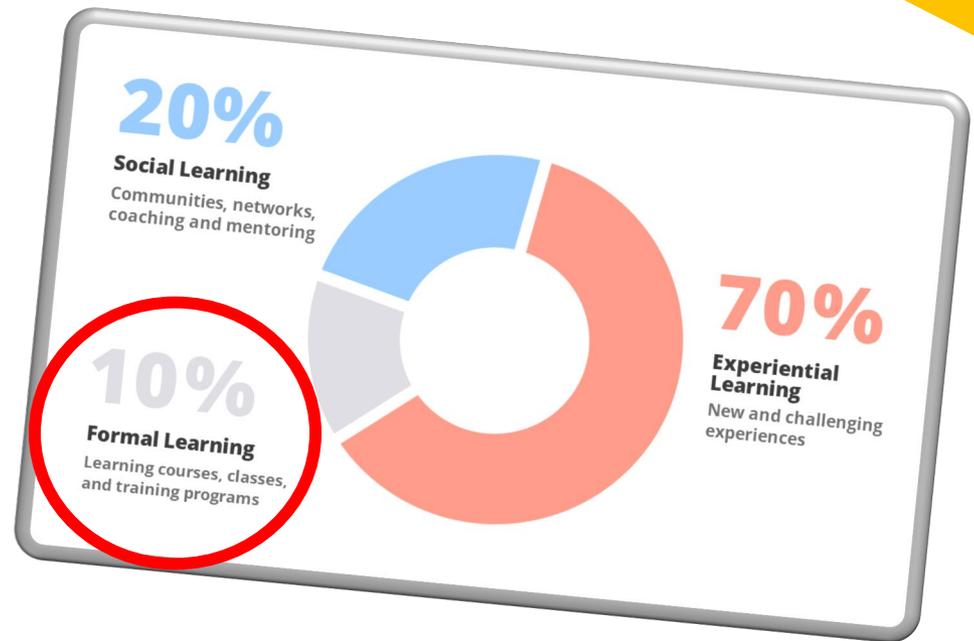


“The secret of getting ahead is getting started.”
Mark Twain

Learning into action

Why is it difficult?

- Learning new skills or changing old habits and behaviours can be tough. It takes **time, commitment and practice** to make it stick.
- You will also need support from your Line Manager to keep up the momentum and make the most of what you have learnt.



If new information and learning isn't applied, we'll forget 75% of it after just six days.

The Forgetting Curve, Hermann Ebbinghaus



Learning into action

Knowing-Doing gap



***“The greatest gap in the world is the
gap between knowing and doing”***

John Maxwell



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Learning into action

Overcoming challenges

What's stopping us applying the skills we have learnt?

What can you do to tackle the challenges?

"The secret of getting ahead is getting started"

Mark Twain





“We are what we repeatedly do. Excellence, then, is not an act but a habit.”

Aristotle

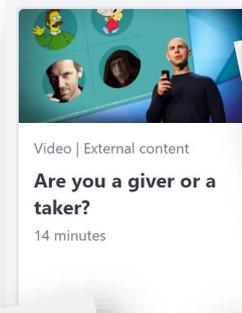
Learning into action

Learning on-demand

Build the skills you need when you need them

Learning happens every day

Keep up the momentum and carry on learning anytime, anyplace and anywhere with the hundreds of resources available on MyLearning





The mind of the leader

Peer Coaching

2 mins

'My mindset challenge'



8 mins

Ask questions,
share
knowledge and
discuss ideas



*"We are what we repeatedly do.
Excellence, then, is not an act but a
habit."*

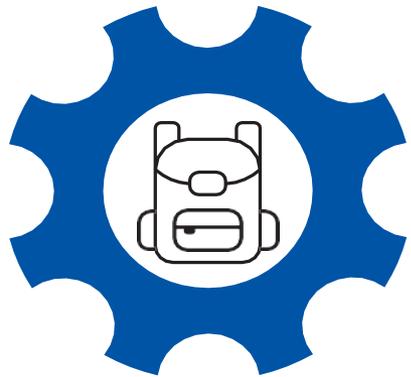
Will Durrant





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What's next?



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Module 7

Leading through change

Dr. Rachel Morris



"In any given moment we
have two options: to
step forward into growth
or to step back into
safety."

-Abraham Maslow

