

Mastering emotional intelligence: How to harness the power of effective communication to get the results you want”- Celine Williams - Business Strategist, Canada

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Abstract

As humans, our ability to communicate enables our ability to connect with each other. There is no single skill that can make or break a person's success in life and in business quite like that of effective communication-to put it simply communication is the most powerful tool we have available to us when we know how to use it. Mastering the concepts of Emotional Intelligence is the foundation you need as a business owner or leader if you want to start seeing the kind of results you deserve. Celine Williams has been training entrepreneurs and businesses around the world in Emotional Intelligence for the past 6 years. During that time she realized that the traditional model of Emotional Intelligence just isn't enough anymore. Because of the added challenges inherent in navigating a global economy and a remote workforce, there are nuances that are missing in traditional discussions of Emotional Intelligence. In this presentation, she will review her model of Remotional Intelligence: Emotional Intelligence for a Remote World. You will walk away understanding the 4 key areas we will need to master to thrive in a remote world and how you can effectively use them to improve your communication. You will learn specific tactics and tricks to improving your ability to communicate and as a result, the impact you have on those around you. The key to success inside any business comes down to one thing: people. The most successful entrepreneurs, leaders, and business owners know that they must continuously communicate effectively with the people around them if they want to continue to be successful. If you want to build and grow your business, it's as straightforward as this, you must master the art of emotional intelligence so you can communicate effectively and have the impact and outcomes you want. Emotional intelligence is established to predict success in leadership effectiveness in various contexts and has been linked to personality factors. This paper introduces Dharma Life Program, a novel approach to improving emotional intelligence by targeting maladaptive personality traits and triggering neuroplasticity through the use of a smart-phone application and

mentoring. The program uses neuroplasticity to enable users to create a more adaptive application of their maladaptive traits, thus improving their emotional intelligence. In this study 26 participants underwent the Dharma Life Program in a leadership development setting. We assessed their emotional and social intelligence before and after the Dharma Life Program intervention using the Emotional and Social Competency Inventory (ESCI). The study found a significant improvement in the lowest three competencies and a significant improvement in almost all domains for the entire sample. Our findings suggest that the completion of the Dharma Life Program has a significant positive effect on Emotional and Social Competency scores and offers a new avenue for improving emotional intelligence competencies. The role of emotional and social intelligence in leadership and professional success is well-established in literature accompanied by a growing recognition that leaders are not an exception to the emotionally charged nature of organizations. Leaders influence and improve the emotional space of organizations. A leader's emotions and the expressions of their emotions influence their followers and set the tone of the organization. One of the key roles of leaders in an organizational context is to model appropriate behaviours, thereby acting as good role models to organizational members. Subordinates look up to the way their leaders function and emulate them. Therefore, a leader who is empathetic with a highly developed capacity for emotional self-regulation inspires the followers to also be calm and empathetic in the face of a crisis. The emotions of the leaders can influence the emotions of their subordinates and vice versa. For example, due to normal workplace frustrations and workload, leaders may not communicate what they want to say in the right manner. They may get irritated and frustrated and this in turn negatively affects the mood of the other employees as well. This creates a bi-directional emotional contagion, which if recognized early, can provide an opportunity to improve the workplace environment.

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