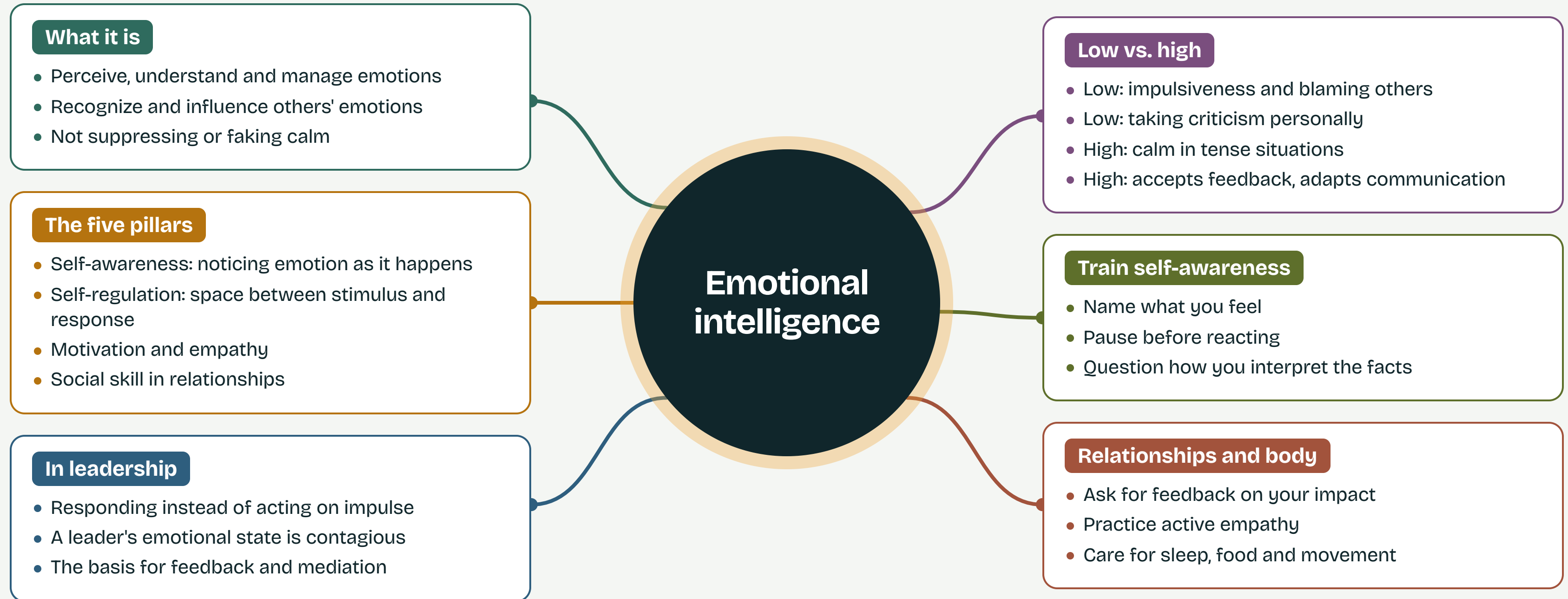


Emotional intelligence in leadership



Action plan

1

Name the emotion you feel, several times a day

2

Create a pause before responding under pressure

3

Question your reading: is there another way to see it?

4

Ask for feedback and practice active empathy

5

Take care of your sleep, nutrition and movement

Key takeaway

Emotional intelligence isn't suppressing what you feel: it's recognizing the emotion and choosing your response.

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