Blue Kite TRAINING

5 Ways to Improve Emotional Intelligence

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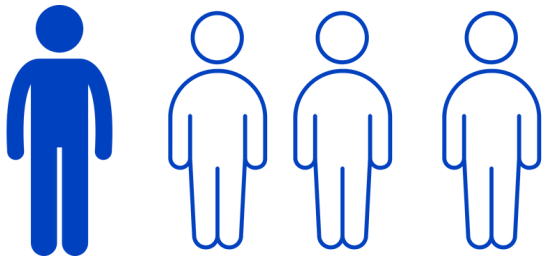
What's the Challenge?

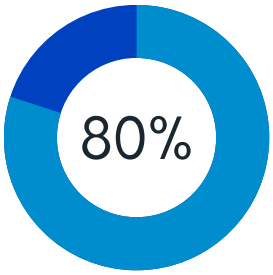
Poor emotional intelligence in leaders can have a real detrimental effects on businesses and impact various aspects of an organisation and its teams.

Leaders lacking in emotional intelligence may struggle to understand and manage their own emotions, leading to impulsive decision-making, poor conflict resolution, and difficulty in forming meaningful relationships with employees.

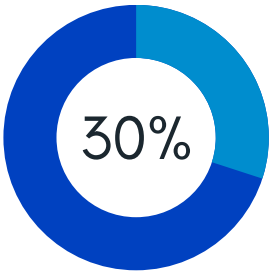
Poor emotional intelligence can often lead to a toxic work environment, breaking team morale, engagement, and productivity. Leaders with low emotional intelligence can also struggle to empathise with their team members, leading to poor communication, a lack of trust, and result in higher turnover rates.



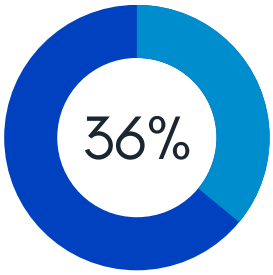
1 in 4 report experiencing some form of toxic behaviour at work



80% of employees consider Emotional Intelligence **crucial for their career**



only 30% of **companies look for** emotional intelligence when hiring



research suggests **only 36%** of people have emotional intelligence

What can you do?

Provide specialised **training and development** programs covering areas such as self-awareness, self management, empathy and relationship management.

Implement a **360 degree feedback** process where leaders receive feedback from their peers, direct reports and their leaders to identify areas improvement.

Promote **self reflection** by encouraging leaders to understand their emotions, reactions and decision making processes to identify patterns and areas for growth.

Create **supportive networks** by developing an environment where leaders can openly discuss their emotional challenges and seek guidance from their peers without judgement.

Set **clear expectations** by communicating the importance of emotional intelligence, putting competencies into evaluations and set expectations for continuous development.