

Self-Regard

Knowing how you are doing has a powerful and significant impact on your overall self-esteem. Receiving feedback on your strengths and areas for enhancement are important to measure your success.

**Always
check-in on your
performance-
never check out**

**Find
experts/
thought leaders to
follow-they are a
great source of
feedback**

**Received
positive
feedback?
Celebrate it!**

Self-Actualization

Having a clear vision is paramount to leading through times of intense change. Be okay with not achieving goals right away, as long as you are moving towards your vision.



Rethink today's priorities and set smaller digestible goals

Ask what is motivating you and your team members

Shift from long-term to short-term planning

Emotional Self-Awareness

Being aware of your own emotions puts you in charge!

Label emotions
and notice when
they change

Openly discuss
challenges/
anxieties

Insert a
break between
meetings-
especially virtual
ones

Emotional Expression

Knowing when and how to express yourself will help you get the most out of your emotions; from building authentic relationships to getting the work done. Emotions prioritize what you need to pay attention to.



EQ-i^{2.0}
assess. predict. perform.

Keep
distressing
emotions in
check; not
suppressed

Disengage
(yourself) to
engage (with
others)

Write down
a few words
that describe how
you are feeling,
before you
express it



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Assertiveness

Words have weight; therefore, manage the message. This is particularly important in virtual working conditions where context can be missing.

Encourage
respectful open
conversations

Use 'I'
statements
instead of
'you'

Test drive
a tough
conversation
with a trusted
friend

Independence

Embracing new ways of working can empower your team to truly own how they accomplish objectives, allowing you all to be a little more self-directed.

Post-mortem a recent decision you made. What can you learn for next time?

Create space for others to shine

Not feeling confident to act?
Pilot test your idea

Interpersonal Relationships

Deepen your interpersonal relationships. Build stronger, more meaningful connections while increasing the engagement and productivity of your team.

Set up frequent
15-minute chats
or check-ins

Swap
stories of
imperfection;
be transparent
about your
learnings

Laughter
relieves stress
and acts as
social glue

Empathy

Investing the time to truly grasp how someone is coping is to develop genuine compassion for their personal experiences. Especially when the pressure is on, carve out time to:

Ask: “How are you feeling?”

Offer help.
Including non-work related tasks.

Find the right words to relate and reassure

Social Responsibility

As a leader and responsive ambassador of the larger team, acting in the interests that go beyond yourself ensures you all succeed.



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assess. predict. perform.

Every bit of support counts.
Brainstorm activities that you can all engage in

Do your objectives connect to the broader vision?

Renew communication with lost contacts/networks



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Problem Solving

When facing uncharted territory the ability to detach emotions from addressing challenges confidently steers the team towards favourable outcomes.

Explain the problem to a trusted peer

Label the emotions involved, extract information from them

Check out how your competition is approaching the problem

Reality Testing

Maintaining a realistic perspective is a vital leadership skill to ensure you are a guiding compass for your team in a quickly changing environment.

Gut-check+
fact-check =
balance
emotions with
data

Check the
perspective of
someone
outside of the
situation

Identify what
is clouding
judgment

Impulse Control

Wait!! Intentionally taking the time under trying circumstances to weigh the pros and cons before rushing to a decision is an admirable leadership skill that boosts your credibility with your team.



Write down your triggers; watch for them particularly when under pressure

10 second delay/walk away before responding

Test drive your response with a trusted peer; you'll have time to cool off

Flexibility

When unknowns arise, showing interest in how people are coping or resisting those changes is critical to the team's future success.

Change is personal. Be sensitive to the different ways people approach change

Acknowledge emotions by discussing them

Explore alternate solutions

Stress Tolerance

Stress arises and shows up differently for everyone. Particularly when the pressure is on and the world is in major flux, leaders need to harness stress for its energy in order to remain resilient.



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assess. predict. perform.

Mountain
or molehill?
Contextualize
the size of the
problem

Calm the
mind for 5
minutes before
jumping
into your next
meeting

Share a story
of team/personal
resiliency



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Optimism

Believing that a challenging circumstance is temporary and finding the bright side when you don't feel in control is a super-strength that you can benefit from in times of uncertainty.

Optimism
can be learned-
view a setback
as fleeting and
changeable

Encourage
'blue-sky'
thinking, brainstorm
opportunities
together

Look for
the good in
everything-it is
out there

Well-Being/ Happiness

Happiness is a rich emotion that can have a lasting impact on the type of legacy you want to leave behind. Happiness can help move you and others through times of chaos and crisis; it's the long-lasting fuel you need to overcome tough days.



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Surround
yourself with
positive
people

Exchange
positive mental
and physical
health
activities

Attitude
of gratitude-
write down 5
things you are
grateful for
today



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