

# Enhancing Team Performance through Emotional Intelligence at the Workplace

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## About Me

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- Defining Emotional Intelligence
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What are the  
attributes of a perfect  
leader?



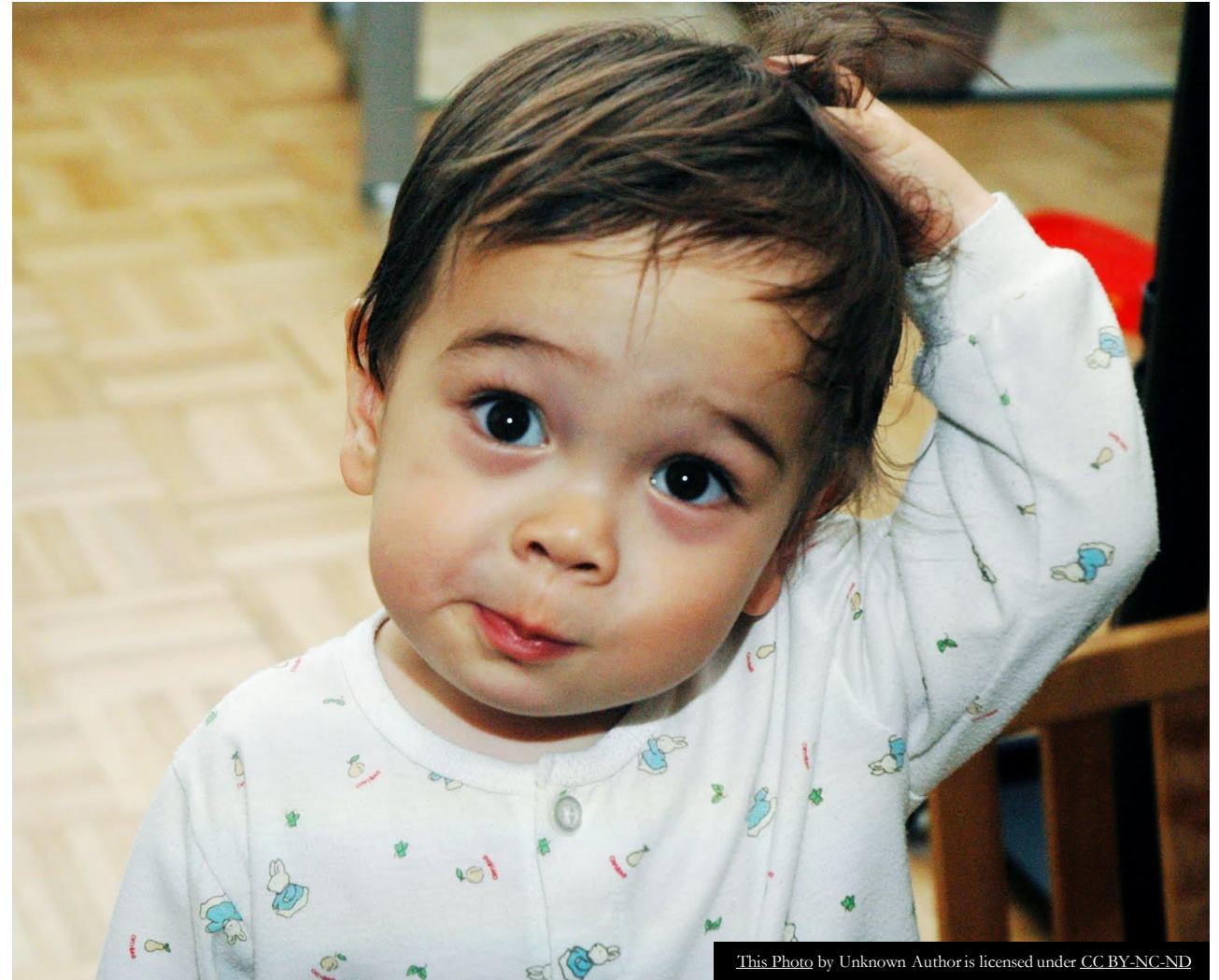
## What are the attributes of a perfect leader?

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- Someone who never lets their temper get out of control no matter the circumstances
- Someone who has complete trust in their staff
- Someone who listens to their team members
- Someone who is easy to talk to
- Someone who always makes careful informed decisions



Have you ever  
wondered how  
come they  
have such  
qualities?



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# Defining Emotional Intelligence (EI)

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## What is EI

Emotional Intelligence is the ability to recognize, understand and manage our own emotions, while also being aware of and empathetic towards others' emotions.



## Why is EI Important

Developing emotional intelligence helps teams work together more effectively, communicate better and achieve better results.



## How to recognise EI

People with high EI can recognize and control their emotions and exhibit the following traits: self-awareness, empathy, motivation, self-regulation and social skills.





5 Key Components  
Emotional  
Intelligence (EI)





## 5 Main Elements of EI: Self Awareness

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The ability to recognise and understand your mood, emotions, and drive, as well as their effect on others.

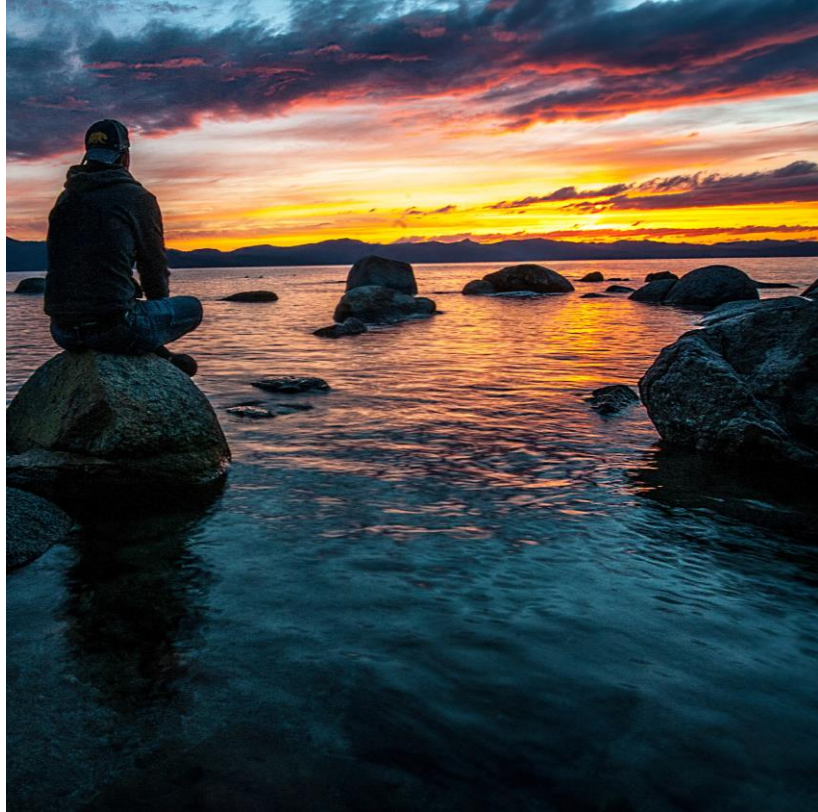
*Traits:*

- self confidence
- realistic self assessment
- self deprecating humour



Journaling | slow down





## 5 Main Elements of EI: Self Regulation

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The ability to manage and control one's own emotions, impulses and to think before acting

*Traits:*

- Trustworthiness and integrity
- Comfort with ambiguity
- Openness to change



Know your values | be calm | accountability





## 5 Main Elements of EI: Motivation

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A passion to work for reasons that go beyond money or status: a propensity to pursue goals with energy and persistence

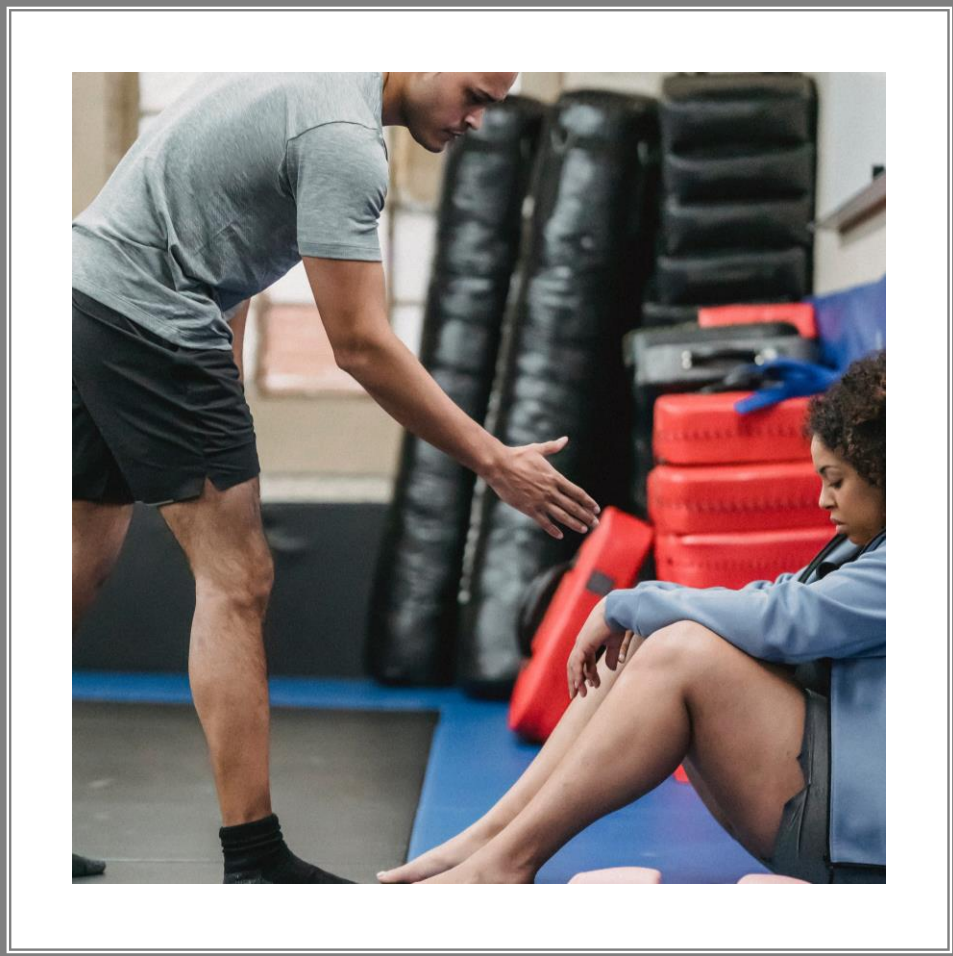
*Traits:*

- Strong drive to achieve
- Optimism even in the face of failure
- Organisational commitment



examine why you do your job | be optimistic





## 5 Main Elements of EI: Empathy

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The ability to understand the emotional makeup of other people; skill in treating people according to their emotional reactions

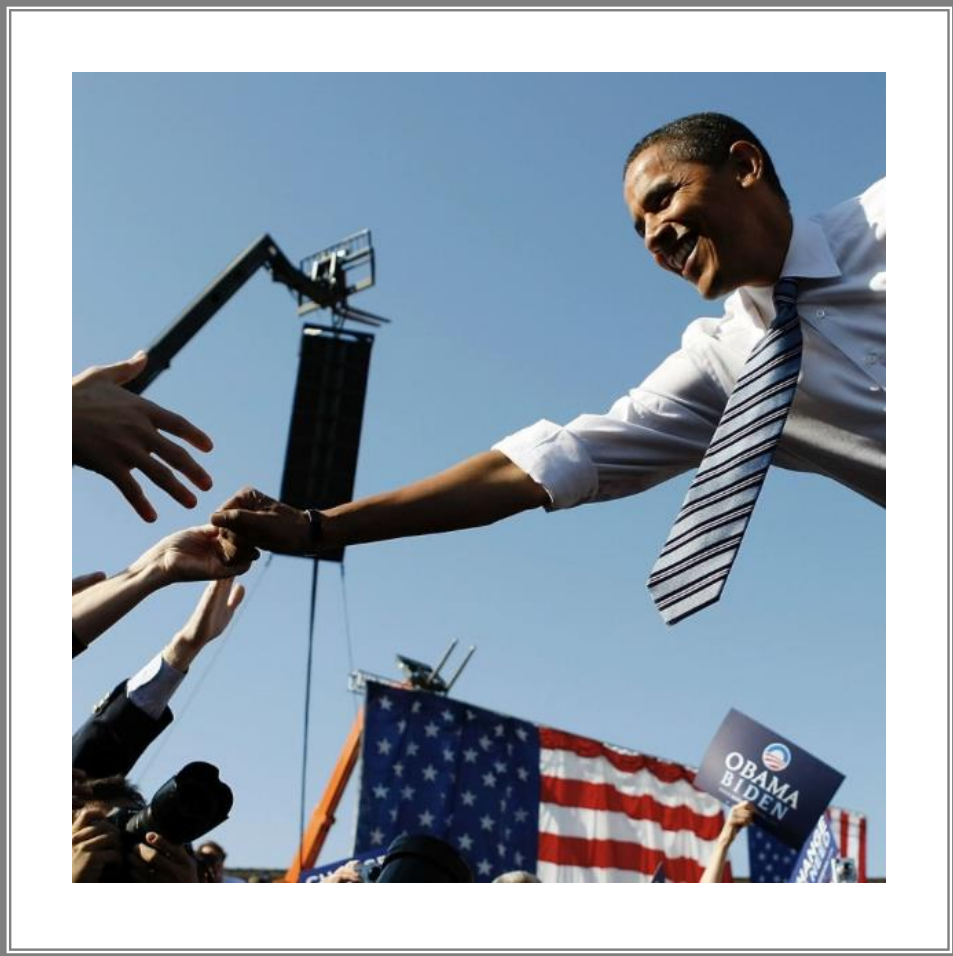
*Traits:*

- Expertise in building and retaining talent
- Cross-cultural sensitivity
- Services to clients and customers



put yourself in someone's shoes | body language





## 5 Main Elements of EI: Social Skills

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Proficiency in managing relationships and building networks; an ability to find common ground and build rapport

*Traits:*

- Effectiveness in leading change
- Persuasiveness
- Expertise in building and leading teams



conflict resolution | praise others

# EI and Team Performance

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The motivations of each person on a team contribute to the team dynamic



each person would naturally contribute their strengths for the betterment of the team



developing intrapersonal and interpersonal skills within the team



Assessing situations from the point of view of others





# 7 Steps to Create an EI Team

Step 1 :  
Have a  
ring leader





**Step 2:  
Identify  
team  
members'  
strengths  
and  
weaknesses**



Step 3 :  
Spark  
Passion





**Step 4 :**  
**Build**  
**Team**  
**Norms**





Step 5 :  
Develop  
creative  
ways to  
manage  
stress





Step 6:  
Allow  
Team  
Members  
to have a  
voice





Step 7 :  
Encourage  
Employees  
to work  
and play







#### **Better teamwork**

Highly emotionally intelligent teams work better together, and are better able to handle conflicts in a constructive and collaborative manner.



#### **Goal attainment**

Teams with high EI tend to have better goal attainment due to improved communication and collaboration in the team.



#### **Positive work environment**

Developing emotional intelligence in teams contributes to creating a harmonious and productive working environment.

## Results of EI on Team Performance



# EI & Scrum Values

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“In order to be successful in an agile environment one must be emotionally intelligent”



# Conclusion

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EI is essential for successful and effective leadership



Leaders must have a solid understanding of how their emotions and actions affect the people around them



The need for EI has increased as the world has become more connected, we need ways to handle collaborative work as opposed to individualistic work



By developing emotional intelligence in teams and creating a culture that values it, organizations can improve overall performance and achieve greater success.

END





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