



## AN EMOTIONALLY INTELLIGENT LEADER:

### Knows Oneself

- Able to assess themselves realistically
- Has deep understanding of strengths, weaknesses, needs, and drives
- Has a firm grasp of own capabilities
- Recognizes how their feelings affect them and others

### Manages Feelings and Impulses

- Controls bad moods and emotional impulses
- Chooses words carefully
- Avoids hasty judgments
- Creates an environment of trust and fairness

### Understands Social Dynamics

- Understands how the organization works
- Able to sense how people are feeling
- Understands various viewpoints
- Brings conflict out into the open
- Willingly collaborates across boundaries

### Is Advanced Socially

- Has a knack for finding common ground with people of all kinds and has a network of people in place when the time for action comes
- Committed to helping people improve
- Friendly with a purpose: moving people in the direction they desire
- Excellent persuader and collaborator



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