









Empathy

Emotional awareness and
regulation in Leadership



Ramona Larion
Project Manager
European Network for Holistic Integration

 www.enhi.se
 info@enhi.se
 Kollegiegatan 2A,
21454, Malmo
Sweden

 European Network for Holistic Integration
 European Network for Holistic Integration
 02enhi02



Let's
meet!





“

“Leaders with empathy do more than sympathize with people around them: they use their knowledge to improve their companies in subtle, but important ways.”

— Daniel Goleman





Introduction

- ✓ Emotions are a normal part of everyday life. We feel frustrated when we're stuck in traffic. We feel sad when we miss our loved ones. We can get angry when someone lets us down or does something to hurt us.
- ✓ Leaders often feel intense emotions in their daily work lives, emotions that are triggered by the various opportunities and challenges that they face in their jobs.



What is Emotional awareness and Emotional regulation?

Self-awareness is paramount to Emotional Intelligence (EI) and Emotional Regulation (ER) and is commonly defined as the understanding of our thoughts and emotions. It also includes an understanding of how these thoughts and emotions influence our behaviours, ourselves and those around us.



Emotional awareness

Emotional awareness means knowing when feelings are present in ourselves and others.



Levels of Emotional Awareness



Knowing the feeling is present

We become "aware" of the feeling when we first think about it or realize we feel something at that moment.

Acknowledging the feeling

We may not know exactly what the feeling is, but if we notice and acknowledge that we have some feeling, we have taken the next step.

Identifying the feeling

The more specific we are in identifying the feelings, the more accurate we can be in identifying the unmet emotional need and taking appropriate corrective actions.

Accepting the feeling

Finally, by beginning to think about our feeling, we are also taking the next step towards solving our problem.

Reflecting on the feeling

The sooner we can accurately identify the feeling and reflect on it, the sooner we can take actions which are in our best interest.

Forecasting feelings

The more aware of our feelings, the better chance we have of predicting how we will feel in the future.



Emotional regulation

Emotional regulation - the processes used by individuals to monitor, evaluate and modify behaviours in order to achieve desired outcomes.



What makes a leader?

Self-awareness

Capability of monitoring your own emotions and recognizing different emotional reactions.

Motivation

Self Motivated leaders consistently work toward their goals.

Social skills

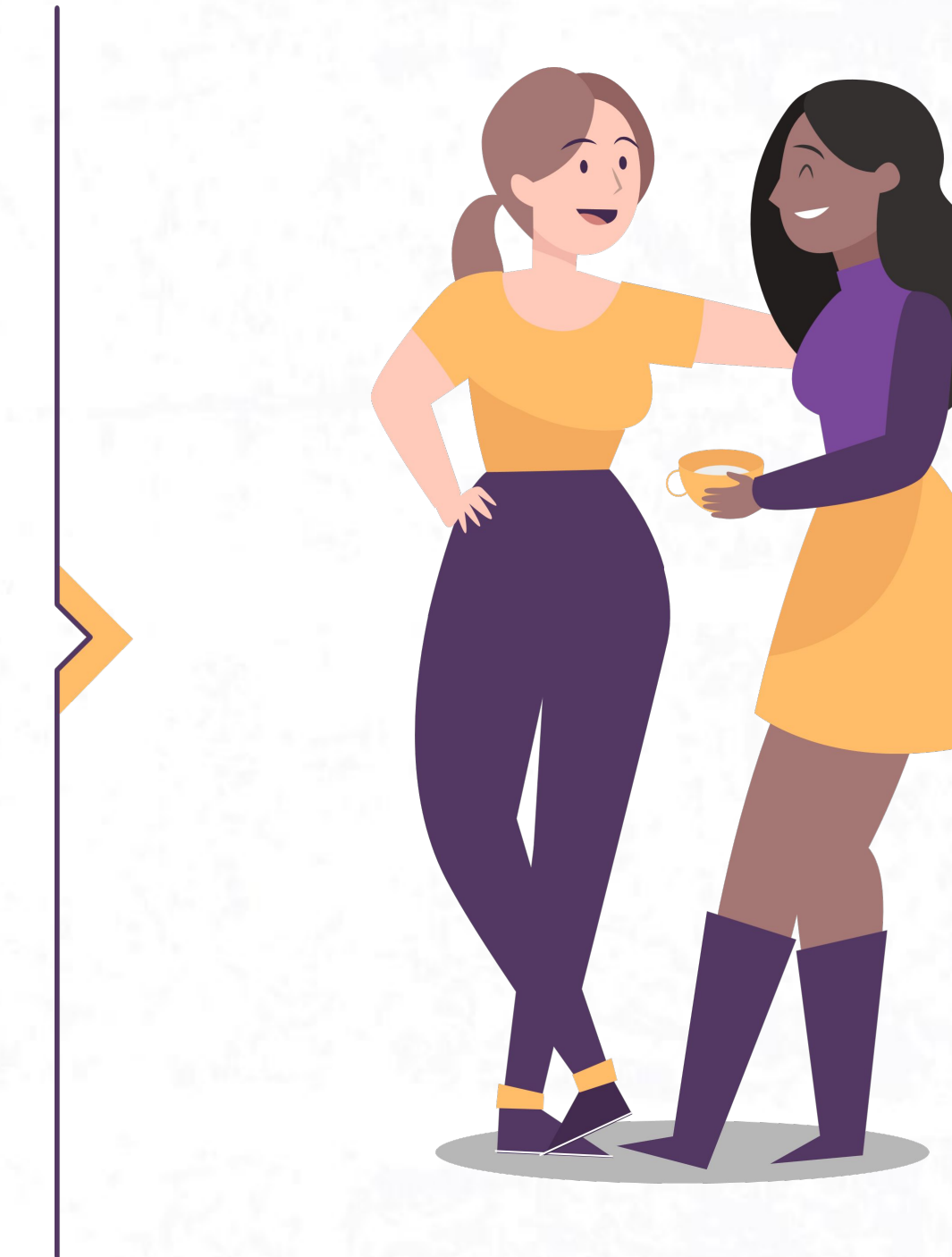
Leaders who have good social skills are also good at managing change and resolving conflicts diplomatically.

Self-regulation

Expressing the emotions appropriately, tendency to be flexible and adaptable.

Empathy

Leaders with empathy have the ability to put themselves in someone else's situation.



01



**How to Improve
Self-Awareness?**



SELF-AWARENESS



If you are self aware, you always know how you feel and you know how your emotions and your actions, can affect people around you. Being self aware in a leadership position also means having a clear picture of your strengths and weaknesses.

STRATEGIES

- **Keep a journal**
- **Learn new skills**
- **Meditate**
- **Pay attention to your thoughts and emotions**
- **Pursue your passions**
- **Practice mindfulness**
- **Reflect on your experiences**
- **Set goals**
- **Use positive self-talk**
- **Work on building a growth mindset**



02



**How to Improve
Self-Regulation?**



SELF-REGULATION



This emotional skill doesn't mean putting emotions on lockdown and hiding your true feelings-it simply means waiting for the right time and place to express them.

STRATEGIES

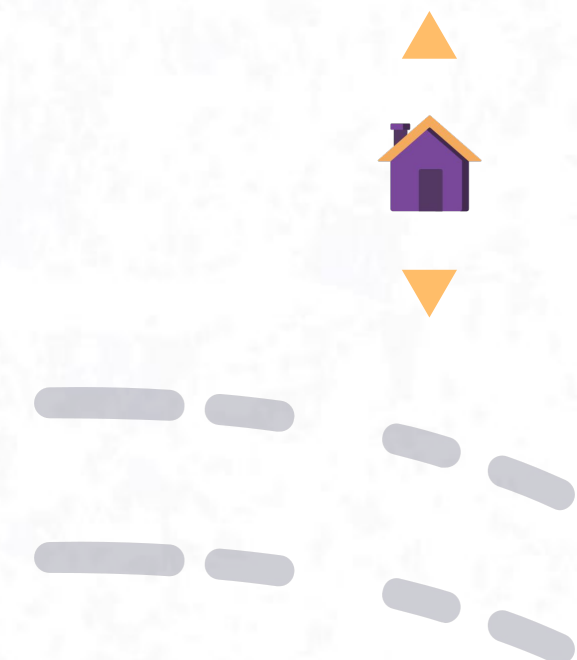
- **Be mindful of your thoughts and feelings**
- **Build distress tolerance skills**
- **Find ways to manage difficult emotions**
- **Look at challenges as opportunities**
- **Practice communication skills**
- **Recognize that you have a choice in how you respond**
- **Use cognitive reframing to change thought patterns and emotional responses**
- **Work on accepting your emotions**



03



**How to Improve
Self-Motivation?**



SELF-MOTIVATION



Those who are competent in motivation tend to be action-oriented. They set goals, have a high need for achievement, and are always looking for ways to do better. They also tend to be very committed and are good at taking initiative.

STRATEGIES

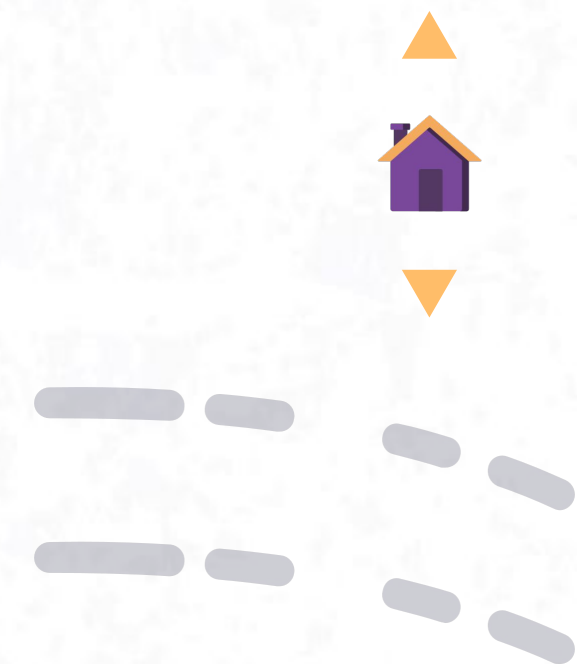
- **Avoid overusing extrinsic rewards**
- **Celebrate your results**
- **Focus on setting small, measurable goals**
- **Introduce challenges to keep things interesting**
- **Set goals to help build intrinsic motivation**
- **Work with a friend or co-worker to foster accountability**



04



How to Build Empathy?



EMPATHY



For Leaders having empathy is critical to managing a successful team or organization. They help develop the people on their team, challenge others who are acting unfairly give constructive feedback and listen to those who need it.

STRATEGIES

- **Be willing to share your feelings**
- **Engage in a cause, such as a community project**
- **Listen to other people**
- **Practice loving-kindness meditation**
- **Talk to new people**
- **Try to imagine yourself in someone else's place**



05



**How to Improve
Social Skills?**



SOCIAL-SKILLS



Social skills such as active listening skills, verbal and nonverbal communication skills, and persuasiveness allow you to build meaningful relationships with others and develop a stronger understanding of them and yourself.

STRATEGIES

- **Ask open-ended questions**
- **Notice other people's social skills**
- **Practice good eye contact**
- **Practice your social skills**
- **Practice active listening**
- **Show interest in others**
- **Use icebreakers to help start conversations**
- **Watch your body language**



Conclusions



01

Self-awareness is an essential part of being a successful leader.

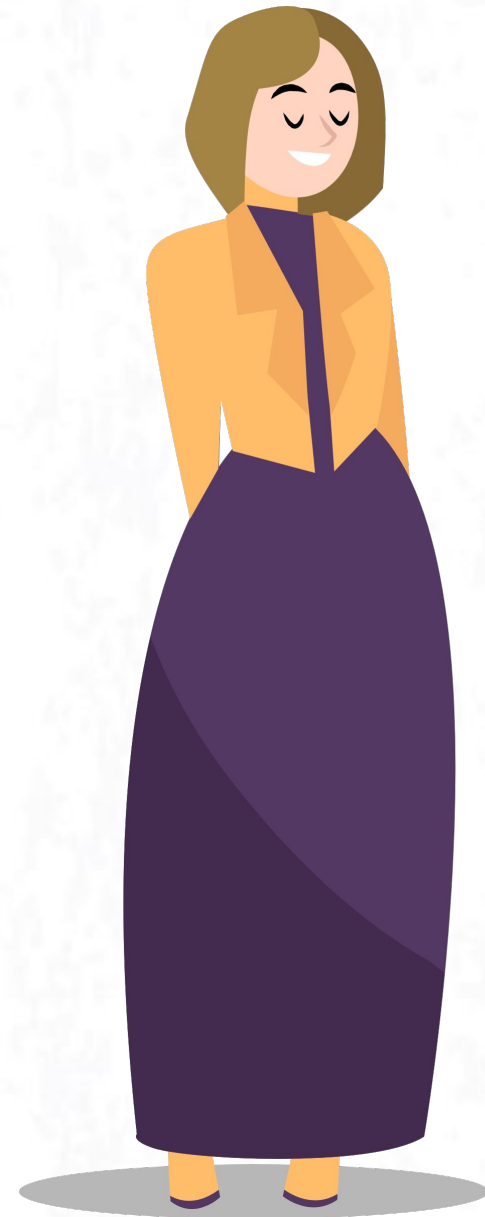
02

Emotional regulation can help leaders become more decisive when making decisions.

03

Emotion regulation, self-awareness and effective leadership go hand in hand.





Bibliographical references

- Goleman, D. (1998). What makes a leader? Harv Bus Rev. 76(6):93-102. PMID: 10187249.
- Bano Fakhra Batool (2013), Journal of Business Studies Quarterly, 2013, Volume 4, Number 3, ISSN 2152-1034.
- Stéphane Côté. (2017). Enhancing managerial effectiveness via four core facets of emotional intelligence: Self-awareness, social perception, emotion understanding, and emotion regulation. Organizational Dynamics, volume 46, issue 3, pages 140-147.





Women's empowerment against sexist harassment in public space
Project Num: 2022-1-LT01-KA220-ADU-000086398



Thank you!



The European Commission's support for the production of this publication (work) does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission and National Agency cannot be held responsible for any use which may be made of the information contained therein.

