

Crescendo Connect Conversation – March 25, 2013

Presented by: Lisa Griebel & Carrie Kolbin

Materials for call:

- Slides Handout
- Leadership Reports (Client and Coach)

Call Etiquette:

- Please MUTE (*6) your phone during the presentation.
- Press *6 to un-MUTE for questions.

Thank you!



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

LEADERSHIP REPORT

Crescendo Connect Conversation

Presented by:
Lisa Griebel & Carrie Kolbin
March 25, 2013

Crescendo Inc. Email: lgriebel@crescendoinc.com Tel: 612.718.4389

**EQ-i^{2.0} LEADERSHIP
REPORT**

- ✓ What is the EQ-i^{2.0} Leadership Report?
- ✓ How was it developed?
- ✓ What are the key features and benefits?
- ✓ How can it be used?

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WHAT IS THE EQ-I^{2.0} LEADERSHIP REPORT



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HOW WAS IT DEVELOPED?

- Research conducted: Spring 2012
 - Extensive literature review
 - Leadership
 - Emotional Intelligence
 - Market research
 - Leadership models/tools
 - MHS partners and trainers

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LEADERSHIP FRAMEWORK

Four Leadership Dimensions:

- Authenticity
- Coaching
- Insight
- Innovation

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VALIDATION PROCESS


- Leadership sample demographics
 - 220 Leaders from North America
 - Top 50% of EQ-i^{2.0} sample
 - BA Degree
 - CEOs, Directors & Managers
 - Large organizations (400+)
 - Annual revenue \$10 million
- Administered EQ-i^{2.0} & MLQ (*Multifactor Leadership Questionnaire*)

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VALIDATION RESULTS




- Leaders scored higher than EQ-i^{2.0} General Population sample.
- EQ-i^{2.0} subscales correlated with leadership framework.

Authenticity	Coaching	Insight	Innovation
Self-Actualization	Self-Actualization	Self-Actualization	Self-Actualization
Reality Testing	Empathy	Optimism	Independence
Self-Regard	Reality Testing	Self-Regard	Problem Solving
Self-Awareness	Interpersonal Rel.	Social Responsibility	Assertiveness
Social Responsibility	Assertiveness	Interpersonal Rel.	Flexibility
Independence	Self-Awareness	Emotional Exp.	Independence

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VALIDATION RESULTS



- EQ-i^{2.0} subscales correlated with leadership derailers.

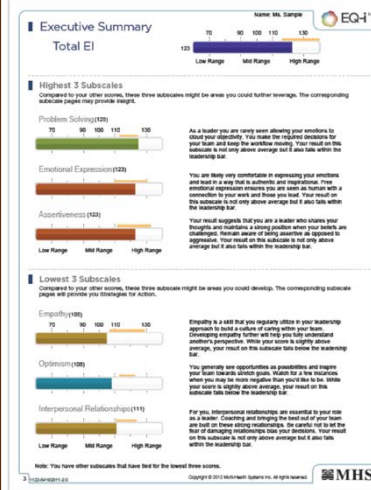
Leadership Derailers
Impulse Control
Stress Tolerance
Problem Solving
Independence

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EXECUTIVE SUMMARY OVERVIEW: LEADERSHIP BAR



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LEADERSHIP POTENTIAL SUBSCALE DETAILS



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Leadership Current Topics

Leadership, Conflict Management, and Emotional Intelligence

Managing conflict of any kind can be a frustrating task for most of us. For leaders, resolving some sort of conflict is usually the norm rather than the exception. From competing resources and machines, to new product lines, mergers, and managing through organizational change, leaders are constantly required to face these interpersonal conflict management skills.

In addition, more and more of the work we do today requires multiple teams to reach organizational goals. The increased need for clear communication and close collaboration between teams will lead to more personal conflict, and if managed well, can provide team members with the opportunity to be innovative, take risks, and increase productivity.

As a leader, you may find the tips below can help you to leverage your emotional intelligence skills in times of conflict.

Manage yourself first:

- Listen to yourself with purpose.** Leverage Emotional Self-Awareness skills to recognize your reactions, thoughts, and beliefs regarding the conflict at hand. What are your thoughts about the conflict? Do you feel you have been treated fairly? What can be done to get through it? What boundaries do you need? If you get stuck about it? Remember, even though it may be personal at times, the conflict is often not about you. Pay attention to how you feel and bring the focus back to the issue.
- Timely expressions of yourself.** As a leader, your emotional expressions are one of the strongest and most visible indicators of your leadership. Expressing yourself, vocalizing a strong confidence and commitment, and being open to others—especially when it is not what you want—will demonstrate your appreciation for others—especially when it is not what you want. Along with the assessment in Tip #1, utilize your Emotional Expression & Influence skills to have the conscious decision to express yourself in a constructive manner, taking through the situation you expect your expression before you express it.

...manage others second:

- Empathy in conflict management?** You do much to help others, especially, conflict would bring nothing but harm to your team and your effectiveness. Use your Empathy skills as a tool to bring down the temperature of the situation. Listen to the other side's story.

A Leadership Guide to Striking the Optimal Balance

Lead meant. Since Vice President of Communications at a multi-cultural firm with responsibilities in other time zones, my day began at the crack of dawn, ending a hurried breakfast and struggling for a clean off at school, the rest of the morning with clients and meetings and then, at last, the time to get to bed. My wife and I are both in the same line of work, but my wife is a stay-at-home mom and I am a professional. My wife and I are both in the same line of work, but my wife is a stay-at-home mom and I am a professional. My wife and I are both in the same line of work, but my wife is a stay-at-home mom and I am a professional.

Leading a Multigenerational Workforce

Take a quick survey of all the people you work with on a daily basis. Chances are you interact with people representing four generations: Baby Boomers, Generation Xers, Millennials, and Generation Zers. Each generation has its own unique characteristics, values, and expectations. Understanding these differences is crucial to leading a diverse workforce. This guide provides practical tips for managing a multigenerational workforce effectively.

Empathy	Flexibility
<ul style="list-style-type: none"> View your leadership style from the perspective of each generation, then view the perspective of each individual. Ask questions to uncover what your team members' style and work preferences are. Use each person's unique and existing individual needs, regardless of the generation they belong to. 	<ul style="list-style-type: none"> Use a variety of different teaching approaches for communication. Show that you are open to using different methods for communication. Accommodate different learning styles amongst your team, and offer them alternatives (i.e., meeting, mentoring, hands-on training). Keep an open mind to alternative or innovative approaches to work. Your way may not be the only way.

Crescendo Inc.

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Tel: 612.718.4389

How can it be used?

- Talent Management
 - Leadership Development
 - Career development
 - Selection
 - Succession planning
 - 1:1 coaching
 - Other?

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WHAT IS NEXT?

- ✓ **EI Peer Coaching**
 - ✓ Reserve your spot now - space is limited
 - ✓ Must be present at launch to participate in EI Peer Coaching (Launch - May 21)
 - ✓ For More Information
- ✓ **Crescendo Connect Conversations**
 - ✓ May 6 – Emotional Intelligence and Creativity
 - ✓ July 8 – Emotional Intelligence and Resilience
 - ✓ Sept 9 – Visioning Emotionally Intelligent Leadership
- ✓ **EQ-i^{2.0}/EQ360 Certification**
 - ✓ June 11 & 12
 - ✓ November 5 & 6

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THANK YOU!

Lisa Griebel, M.Ed.
lgriebel@crescendoinc.com
www.crescendoinc.com
612.718.4389

Carrie Kolbin
carrie.kolbin@mhs.com
800.456.3003 ext. 294

Crescendo Inc. Email: lgriebel@crescendoinc.com Tel: 612.718.4389