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The ART in Leadership - Adopt. Relate. Transform.

The Emotionally Intelligent Leader | Building Emotional Intelligence

Why people don't just work for you...
they choose to follow you.

What's said in Vegas, stays in Vegas...

Raise your hand if you've ever had a boss who lost their temper over something small.

Keep your hand up if you've had a boss who never recognised your hard work.
And keep it up if you've worked for someone who gave confusing instructions, then blamed the team when things went wrong.

Now think about a leader who made you feel like you could take on the world...

Which one do you remember more clearly?

So, Why the Fuss...

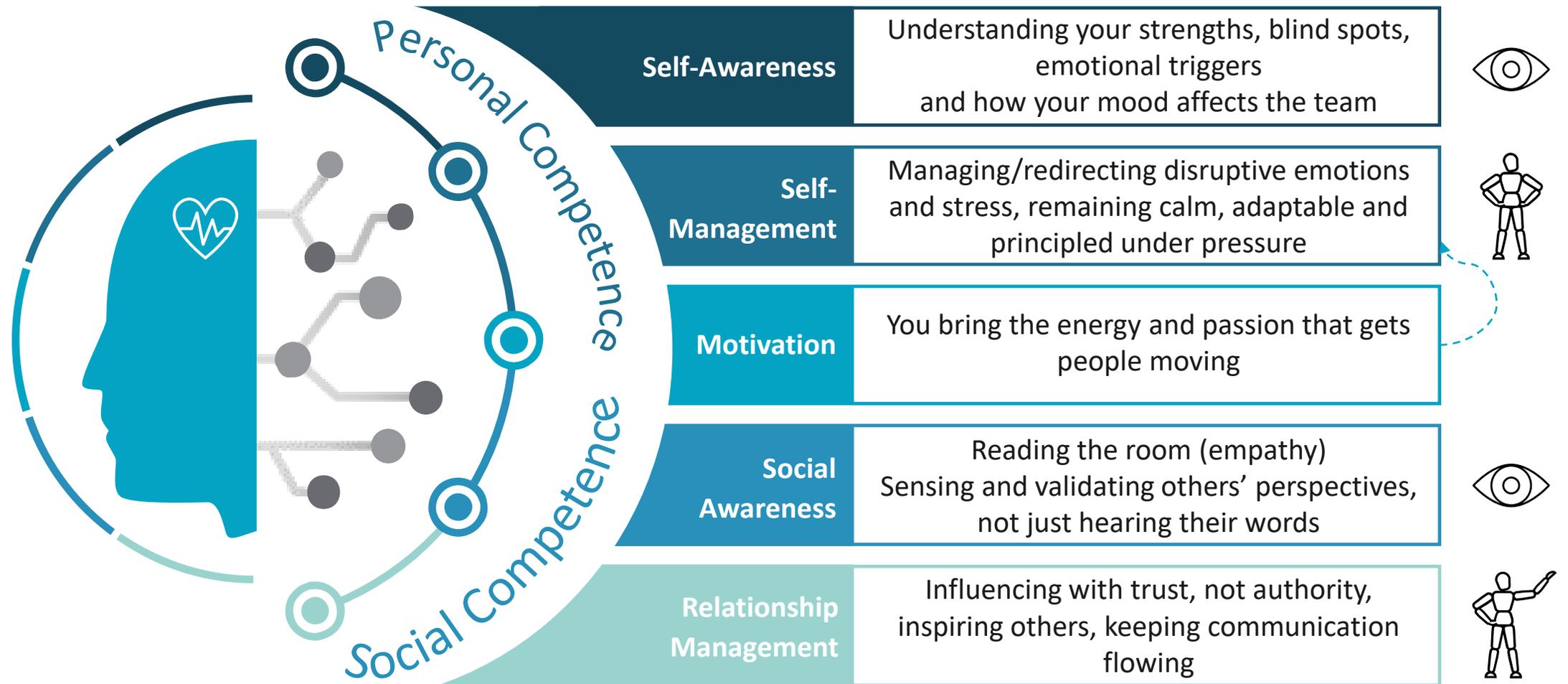
Research shows that 70% of the emotions employees report at work come directly from their manager's behaviour – in other words, your boss's mood directly influences your own. If they're negative, the whole team feels it.

A Yale study of over 15,000 employees found that employees under low-EQ bosses mostly reported negative emotions: stress, frustration, feeling under-appreciated and even anger.

And that leads to burnout, disengagement, and people leaving the company.

Low EQ doesn't just make people uncomfortable – it drains performance, morale and even loyalty.

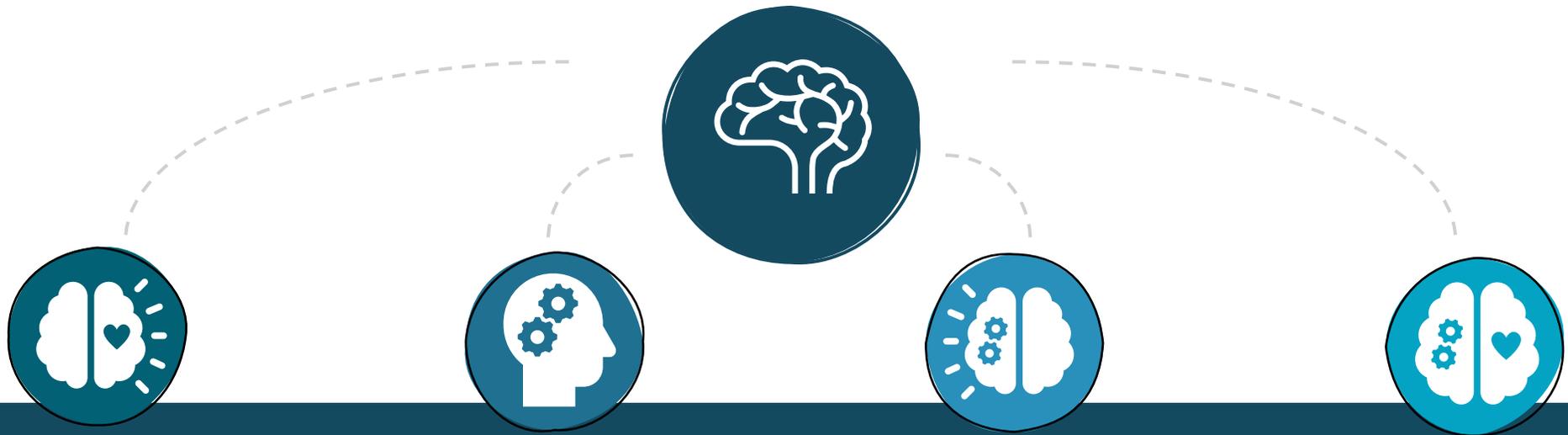
Emotional Intelligence | The 4 EQ Super-Powers every Leader Needs



Emotional Intelligence | Zoom Out, Dive In!

Leading with emotional intelligence is about more than being “nice” or “empathetic.”

Essentially EQ is a set of abilities that lets people notice, understand, use and manage emotions – their own and other people’s – to make better decisions, communicate and get along.



Perceive Emotions

Recognise feelings in yourself and others

Use Emotions

Apply emotional information to thinking and problem solving

Understand Emotions

Know causes, how emotions change and what they mean

Manage Emotions

Regulate emotions in adaptive ways

EQ and the Challenge across Leadership Levels

The Paradox:
The higher the level, the more EQ matters – but the harder it is to maintain



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Building and Applying EQ at Every Leadership Level



Emerging Leaders

(Team Leads / Supervisors)

Build **self-awareness**: Notice your tone, body language, stress levels.

EQ is about Managing Yourself

Self-awareness and **self-management** matter most. You're learning to regulate your own emotions, stay professional under pressure, and recognise your impact on others.

Mid Level Leaders

(Managers / Department Heads)

Translate awareness into **action**.

EQ is about Understanding Others

Social awareness (incl. empathy) rises in importance.

You're managing teams, navigating organisational politics, and need to understand others' motivations and perspectives.

Senior Leaders & Executives

Your emotions cascade.

If you panic, everyone panics.

If you stay calm, others draw strength.

EQ is about Influencing Relationships and Culture at scale

Relationship management is paramount.

You're no longer just managing direct reports; you're influencing across the organisation, aligning diverse groups, building culture and driving large-scale change.

Fun Fact:
Up to 90% of leadership success comes from EQ, not IQ

Goleman's Six Leadership Styles (all rooted in EQ)

Visionary "Come with Me"	Coaching "Try this, I've Got Your Back"	Affiliative "People come First" 	Democratic "What do You Think"	Pacesetter "Watch me – but let's move Fast"	Commanding "Do what I Say"
<p>Inspires when things feel uncertain</p>	<p>Great for Growth and Confidence</p>	<p>Brings Warmth, Mends Rifts & Keeps Morale High</p>	<p>Fantastic for Buy-In and Creative Ideas</p>	<p>Works Best with Rockstars but Risks Burning People Out</p>	<p>Essential in a Crisis but can Crush Spirits if it's your Only Mode</p>
<p>EQ Driver: Self-Confidence, Empathy</p>	<p>EQ Driver: Empathy, Self-Awareness</p>	<p>EQ Driver: Empathy, Relationship Management</p>	<p>EQ Driver: Collaboration, Social Skills</p>	<p>EQ Driver: Achievement Drive, Self-Regulation</p>	<p>EQ Driver: Self-Control (when healthy) or Lack of Empathy if misused</p>
<p>When to use: When a team needs direction or change/uncertainty is high</p>	<p>When to use: To develop people's long-term strengths</p>	<p>When to use: To heal rifts, build harmony or strengthen morale</p>	<p>When to use: When buy-in or fresh ideas are needed</p>	<p>When to use: With highly skilled, self-motivated teams</p>	<p>When to use: In crises, safety risks or urgent turnarounds</p>
<p>Impact: Inspires by connecting the work to a larger vision</p>	<p>Impact: Builds loyalty and capability, though slower in crisis situations</p>	<p>Impact: Creates trust and strong bonds but may underplay poor performance if overused</p>	<p>Impact: Boosts trust, respect, and commitment – but can slow decision-making</p>	<p>Impact: Can deliver short-term results but often creates burnout and anxiety if overused</p>	<p>Impact: Works fast in emergencies but damages morale and creativity if used too much</p>

An EQ-driven leader doesn't lock into one style – they read the team's emotions, adapt their approach and balance empathy with results.

EQ makes leadership feel less like "bossing" and more like guiding humans. That's why people don't just work for EQ driven leaders, they choose to follow them...

Screen Time Reality Check | What Hurts vs Helps

Excessive screen time can have a meaningful effect on emotional intelligence because EQ depends heavily on self-awareness, emotional regulation, empathy, and social connection – all of which can be influenced by how we use technology.

It's not about how much screen time you have, but how you use it, that determines its impact on EQ

Hurts EQ Excessive / Passive Use

-  Constant Notifications > stress and reactivity
-  Doomscrolling & endless feeds > reduces self awareness
-  Shallow online interactions > weakens empathy
-  Social comparison on platforms > envy and anxiety
-  Late-night bingeing > poor sleep, low regulation
-  Escaping into screens > avoidance of emotions

Helps EQ Mindful / Purposeful Use

-  Mindfulness / Breathing Apps > support self-management
-  Journaling Apps > improve self-reflection and awareness
-  Video calls with loved ones > deepen connection
-  Thoughtful content and diverse voices > broaden empathy
-  Educational content > expand perspectives and growth
-  Relaxation or Nature Apps > support emotional balance

Busyness Reality Check | Busy-Day EQ Toolkit

Occasional busyness can sharpen EQ through growth and adaptability.

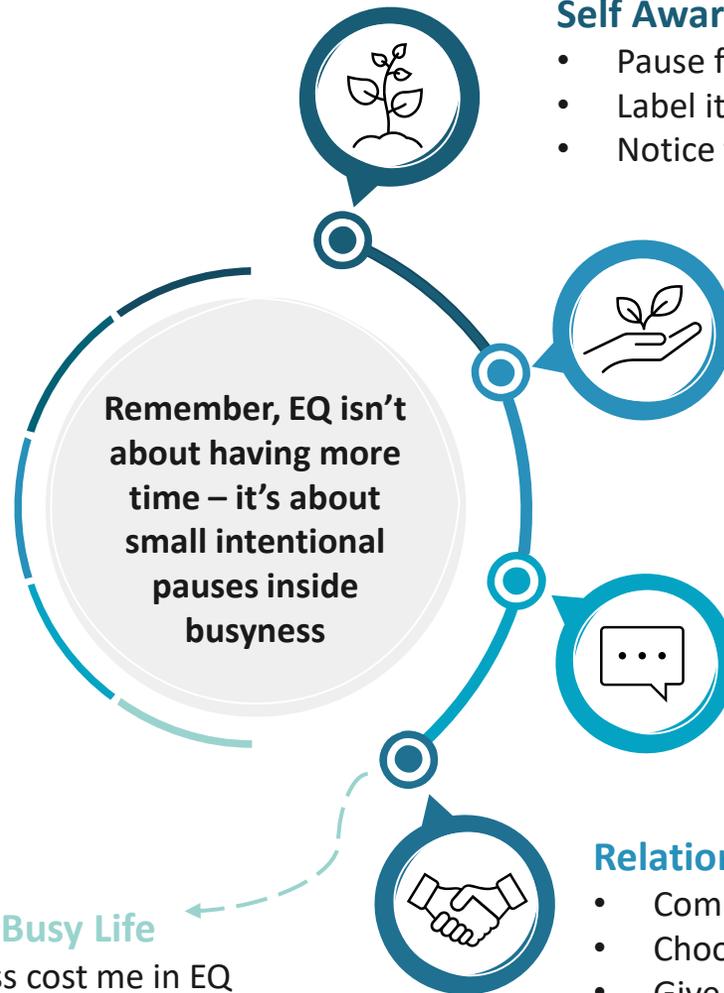
Chronic, unmanaged busyness usually undermines EQ by disconnecting you from yourself and others.

You don't need long retreats to protect emotional intelligence — just micro-practices woven into busyness.

Over time, they rewire your brain to stay self-aware, calm, and connected even under pressure.

Build Reflection into Busy Life

Ask: "where did busyness cost me in EQ this week and how can I learn from that?"



Self Awareness

- Pause for 30 seconds, ask "What/how am I feeling right now? Why?"
- Label it: stressed, tired, motivated, anxious, calm
- Notice triggers > use them as growth signals

Self Management

- Breathe reset: inhale 4, exhale 6 (x3)
- Psychological Sigh
- Say: "Let me get back to you" > buys you some time before reacting
- Insert mini-breaks: stretch, sip water, short walk

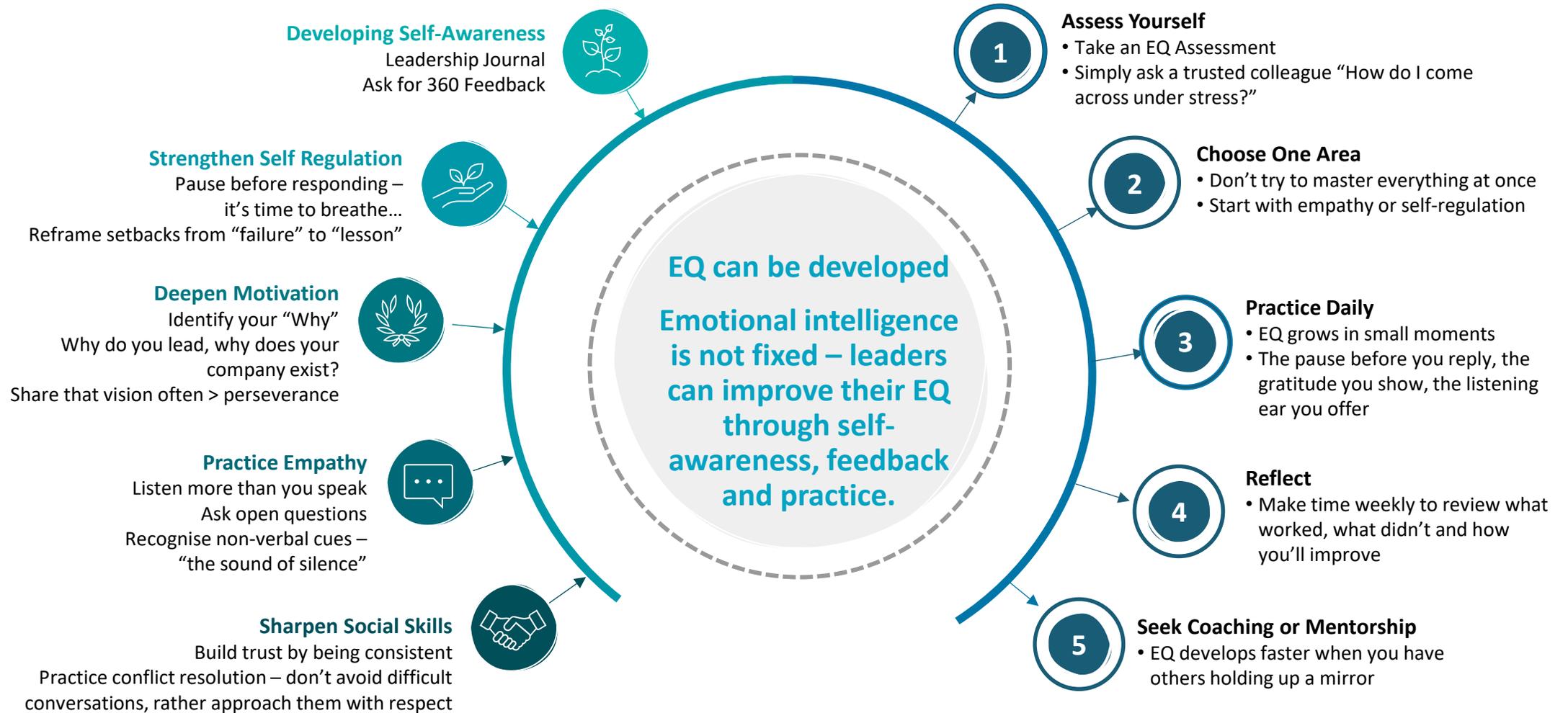
Social Awareness (incl. Empathy)

- Be fully present in the moment (phone down, mails off, eyes up)
- Reflect back: "It sounds like you're feeling..."
- Acknowledge Emotions, even briefly

Relationships

- Communicate limits kindly: "I'm maxed today, but let's connect tomorrow"
- Choose quality > quantity of interactions
- Give one quick thank-you or affirmation daily

Building EQ Day-by-Day | The Skills & The Journey...





Let's Open the Floor: Ask Away!

**Thank you
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