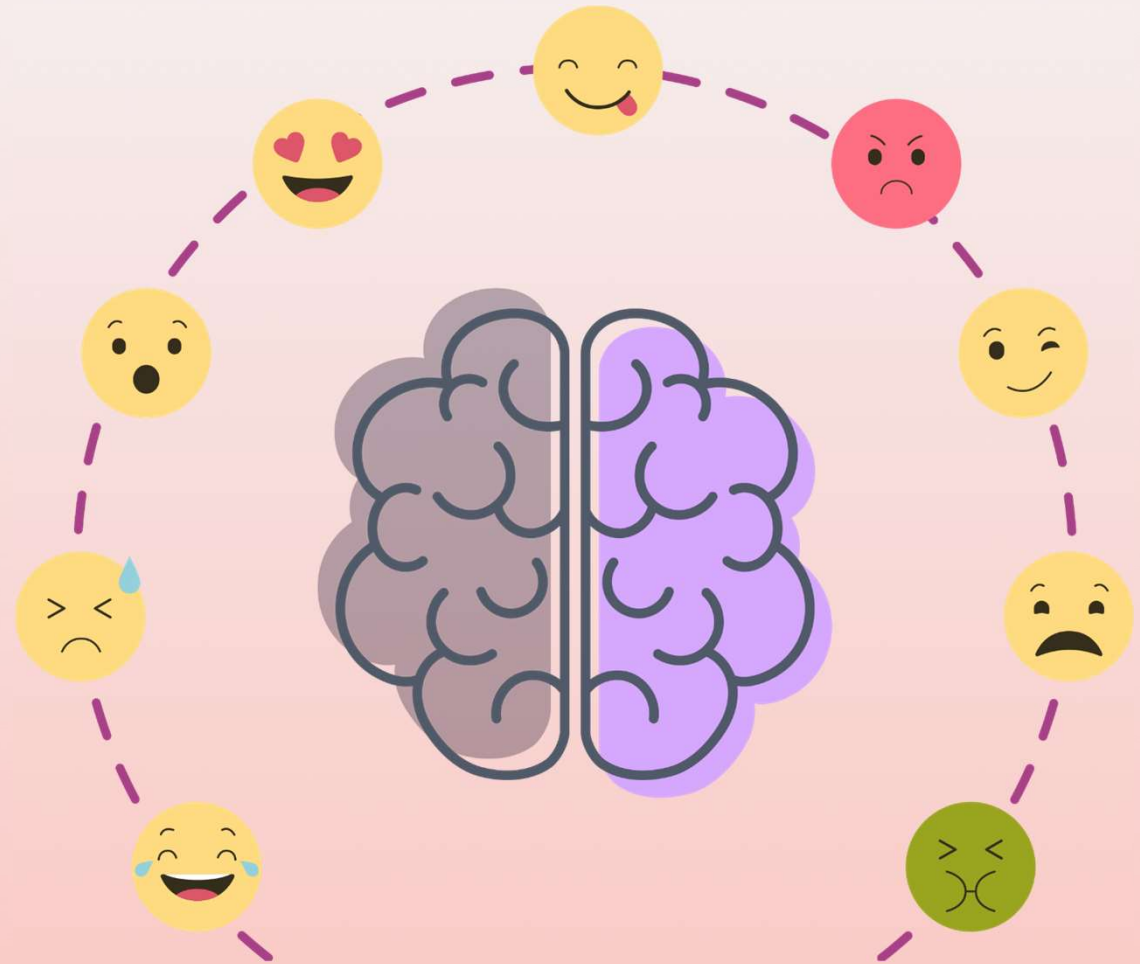


The Role of Emotion In Business Leadership And Sustainability

-Kemi Ogunkoya





**SET THE
TONE**

Real Stories

Not their real names



Bola

CEO in a Financial Institution
Cannot understand why she never seems to get it right with her managers. It seems like they are speaking in different languages.



Emeka

HR Manager in a Law Firm
Employee turnover rate is at it's highest, hitting 30% for the very first time in 7 years



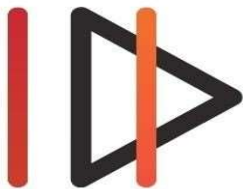
Halima

Team Lead
Struggles to keep the team together , too many complains about culture, leadership, performance management



Vincent

Account Manager
Issues with customer retention keeps him up at night.



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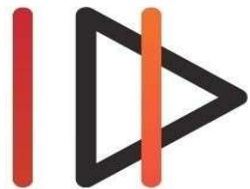


Determinants of Effective Leadership – Justin Menkes

Ability to work with and through people

Ability to achieve results

Ability to self-reflect and adjust behaviour

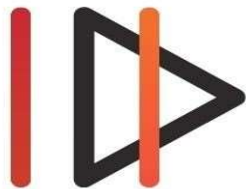
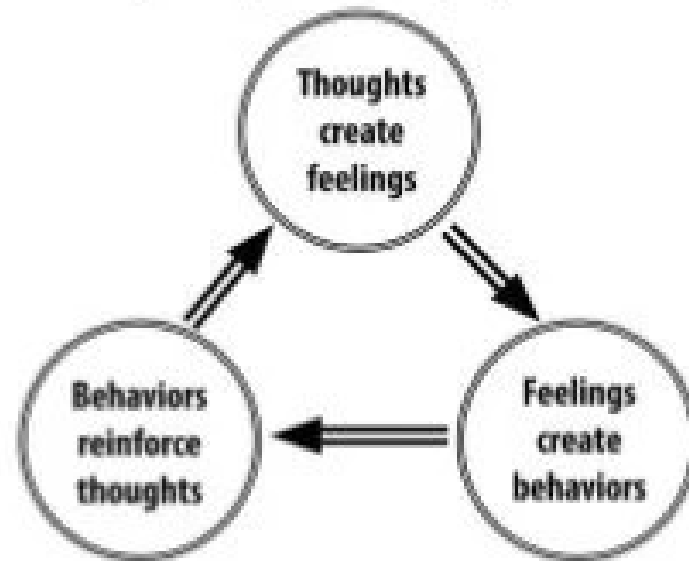


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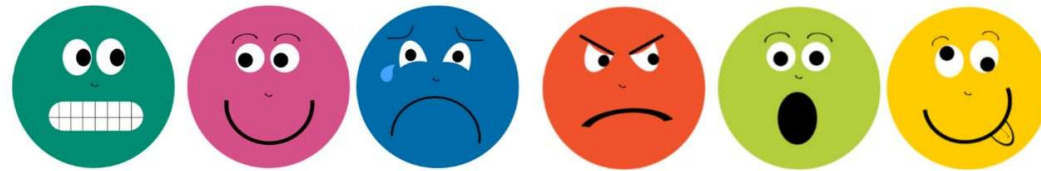
Triggers:
Thoughts / Feelings / Behaviours



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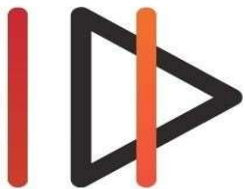
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What are emotions?

Emotions are psychological states comprised of thoughts, feelings, physiological changes, expressive behaviors, and inclinations to act.

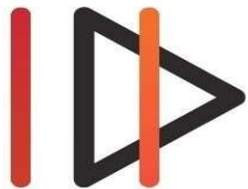
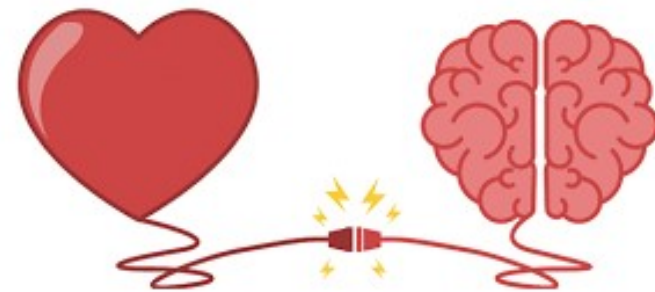


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Higher levels of EI influence a leaders' ability to make better business decisions, leading to greater efficiency and sustainability for the organization.

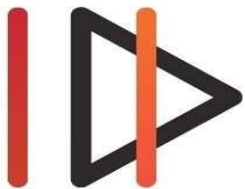


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- In fact, scientists have found that **without emotions we become completely ineffective at making decisions**. Emotions also impact teamwork. That's a big reason why recent research shows emotional intelligence is one of the strongest predictors of success at work.
- we have found that **emotional** culture also influences customer satisfaction, manager-employee relationships, employee retention, employee satisfaction, profitability and sustainability of organisations

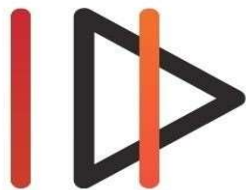


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- Business sustainability can be attributed to the management of the triple bottom line, which entails the management of financial, social and environmental commitments as well as prospects of a business, sometimes discussed by business practitioners as profits, people and planet (George, 2000).



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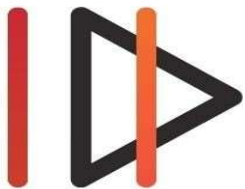


EQ-i 2.0 - Bar-On Emotional Quotient Inventory



- Self Perception
 - Self-regard
 - Self Actualisation
 - Emotional Self-Awareness
- Self-Expression
 - Emotional Expression
 - Assertiveness
 - Independence
- Interpersonal
 - Interpersonal Relationships
 - Empathy
 - Social Responsibility
- Decision Making
 - Problem Solving
 - Reality Testing
 - Impulse Control
- Stress Management
 - Flexibility
 - Stress Tolerance
 - Optimism

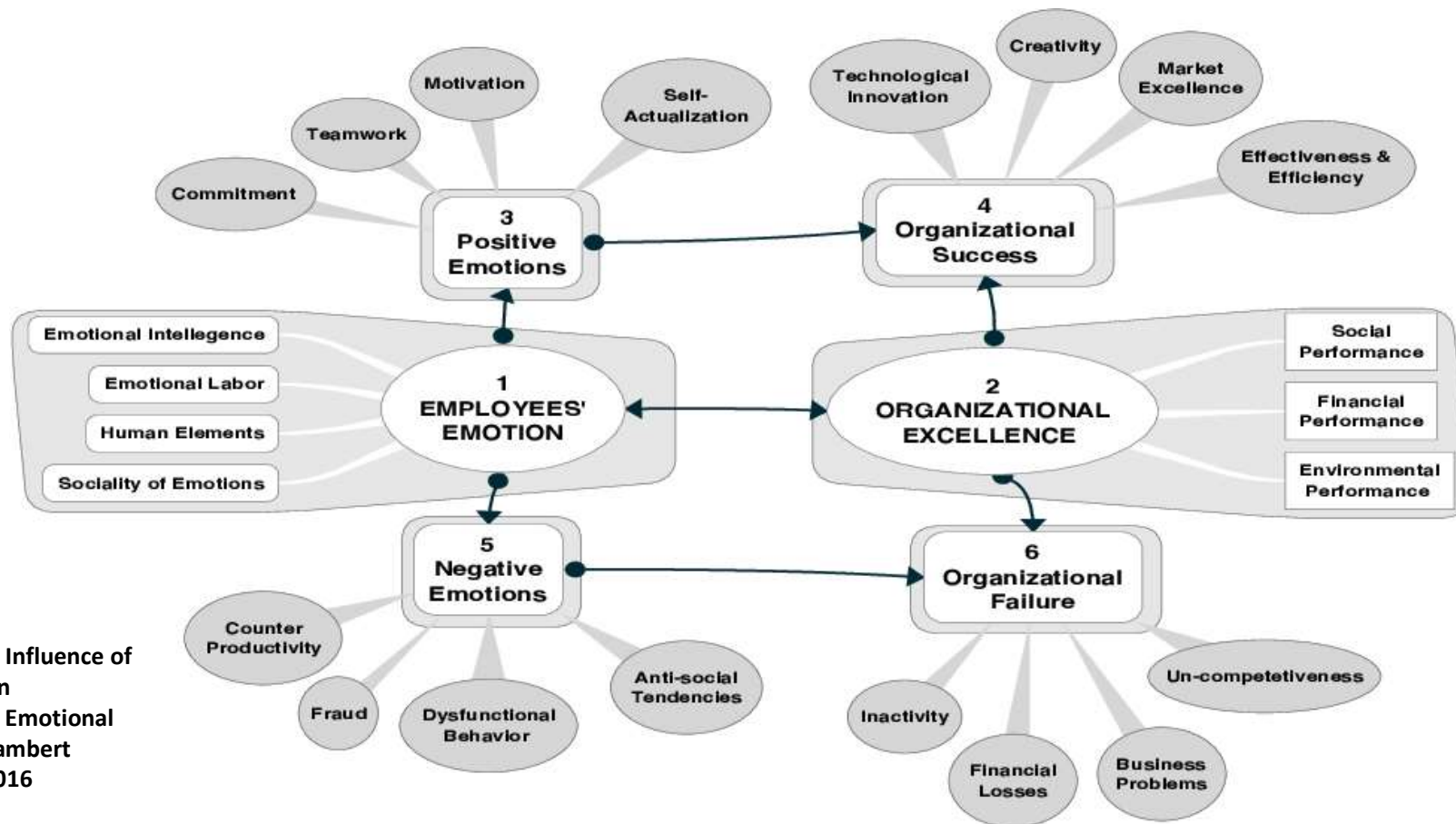
Workplace, Leadership , Group & 360° Reports
Client & Coach versions



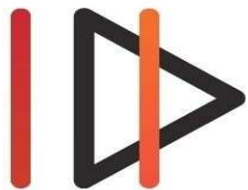
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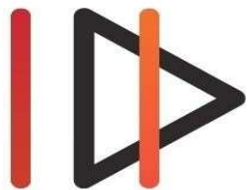
Understanding the Influence of Human Emotions in Organizations: The Emotional Extent Effects by Lambert Ikechi Ofoegbu - 2016

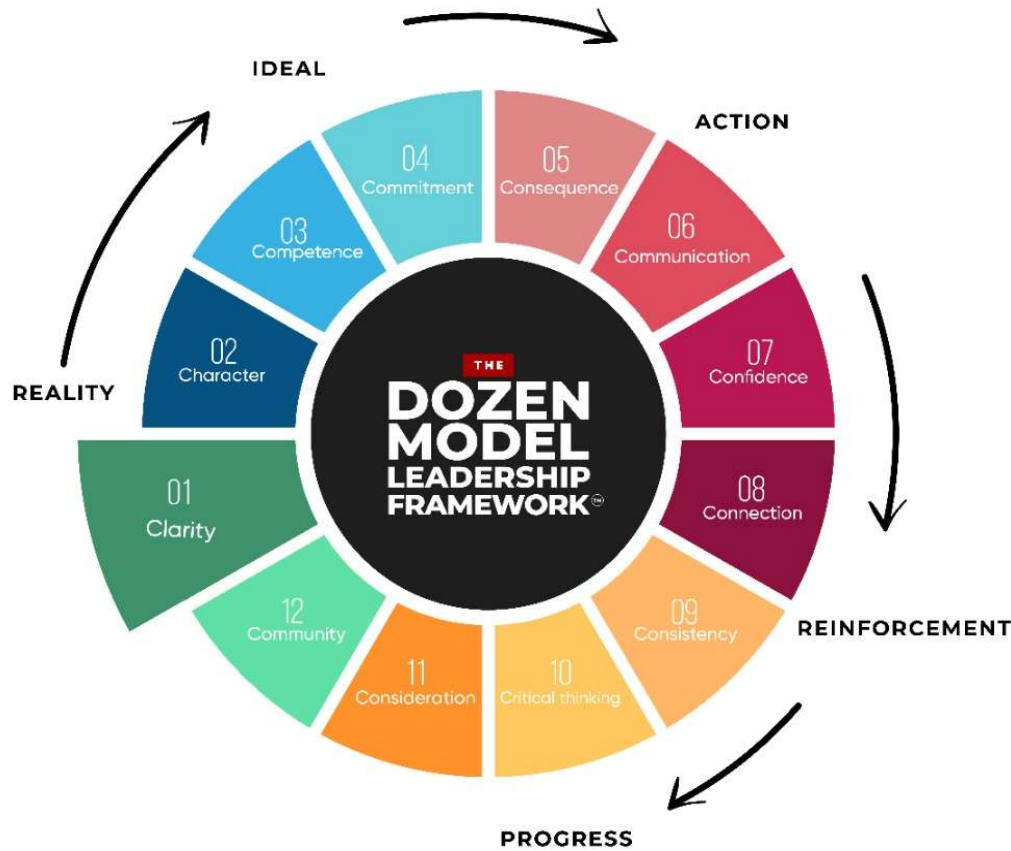


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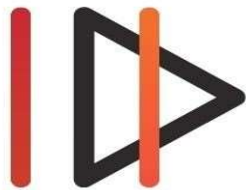






The Dozen Model Leadership Framework by Kemi Ogunkoya

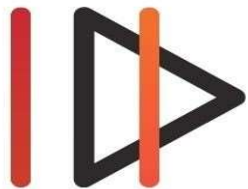
SOURCE
 The Leadership Guardian:
 How Futurists Develop Visionary
 Leadership At Home, Work and In Nations
 by Kemi Ogunkoya



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Thank You
For listening

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