

## GREAT LEADERS are SERVANT LEADERS

An equal commitment to both IQ and EQ, never compromising one for the other

IQ Behaviors	EQ Behaviors
<p><u>Use Skills/Knowledge</u></p> <ul style="list-style-type: none"><li>• <i>Life/Business skills</i></li><li>• <i>Technical skills</i></li><li>• <i>Specific required expertise</i></li><li>• <i>Mission, vision</i></li><li>• <i>Strategy development/implementation</i></li></ul>	<p><u>Demonstrate Care/Concern for Others</u></p> <ul style="list-style-type: none"><li>• <i>Say "thank you"</i></li><li>• <i>Listen more, talk less, ask questions</i></li><li>• <i>Ask "how can I help you?"</i></li><li>• <i>Have a kind tone of voice, body language; smile; upbeat attitude</i></li><li>• <i>Be non-judgmental (give people a chance)</i></li><li>• <i>Be willing to align</i></li></ul>
<p><u>Implement The Discipline of Action</u></p> <ul style="list-style-type: none"><li>• <i>Hold yourself and others accountable</i></li><li>• <i>Your word is your bond</i></li><li>• <i>Other's word is their bond</i></li><li>• <i>Make precise requests and promises (exactly who, what, when)</i></li></ul>	<p><u>Be Self-Aware/Transparent</u></p> <ul style="list-style-type: none"><li>• <i>Say "I'm sorry" when you make a mistake (apologize)</i></li><li>• <i>Routinely ask for and give feedback</i></li></ul>
<p><u>Handle Breakdowns</u></p> <ul style="list-style-type: none"><li>• <i>Life and business equals problems/adversity/setbacks</i></li><li>• <i>Success usually is a well met series of breakdowns (determine what happened, why, and what are we going to do about it)</i></li></ul>	<p><u>Express Appreciation to Others</u></p> <ul style="list-style-type: none"><li>• <i>Look for authentic opportunities</i></li><li>• <i>Don't just think it, say it to the person</i></li><li>• <i>Be as specific as possible about the quality, behavior or contribution you appreciate</i></li></ul>

**BEING EMOTIONALLY INTELLIGENT: AWARENESS of Our BARRIERS and**  
**CHOOSING POWERFUL EQ BEHAVIORS to OVERCOME THEM**

**AWARENESS (of Barriers)**

**CHOICE (of EQ Behaviors)**

1. My pride/ego/arrogance.....*Be humble, patient. Say thank you. Apologize to others. Have an upbeat attitude. Be willing to commit to the team. Collaborate. Acknowledge others. Be willing to align. Be transparent. Ask for and give feedback. Be self-aware.*
2. My fear/self-doubt/insecurity.....*Be self-aware--ask for feedback. Be positive. Believe in yourself. Be grateful. Say "thank you".*
3. My anger/resentment/blame .....*Implement the "golden rule". Be calm, cool and collected. Be kind. Have positive body language and tone of voice. Have gratitude. Forgive others.*
4. My tendency to talk a lot.....*Talk less, listen more. Ask questions. Listen creatively (what can I learn, what is their commitment, how do they see things, etc.)*
5. My drive for status, money..... *Commit to both results and relationships, never compromising one for the other. Express appreciation to others.*
6. My snap judgments.....*Don't write people off. Practice the "golden rule". Be kind. Look for "angels in disguise".*
7. My busyness/being a human "doing" ...*Never let the task overshadow the relationship. Slow down. Give the gift of time to others. Be on time. Keep your word.*
8. My desire for comfort.....*Allow and accept discomfort when appropriate.*
9. My old complaints.....*Forgive others.*
10. My expectations of others..... *Coach people, while holding them accountable. Use breakdowns to learn and succeed. Don't give up.*