

Boosting Emotional Intelligence & Competence for Managers

Developed & Facilitated by Dr. Marcus Mottley

Most leadership programs focus on emotional *intelligence*. This program goes further.

Boosting Emotional Intelligence & Competence for Managers is a high-impact, practical workshop designed to help managers translate emotional intelligence into *observable & measurable leadership behaviors* that directly improve performance, interpersonal engagements, and decision-making across the organization.

Participants learn how shifting the focus from what they know, to *understanding their and other's emotions* (Emotional Intelligence) and then moving to *what they consistently do* (Emotional Competence) dramatically increases leadership effectiveness, especially under pressure, conflict, and change.

This workshop addresses **12+ core emotional competencies or skills** that distinguish effective managers from struggling ones and equips leaders with practical tools they can apply immediately with their teams, stakeholders and customers.

Why This Program Matters for Organizations

Organizations do not fail because managers lack intelligence. They struggle because managers lack **emotional competence in real-world situations and moments**.

This program helps managers:

- Lead more effectively under stress
- Communicate clearly in high-stakes situations
- Increase morale, trust, and engagement
- Reduce friction, burnout, and avoidable conflict
- Make better decisions with people, not just data

The result is **stronger leadership behavior**, healthier teams, and more consistent performance.

Key Learning Outcomes

By the end of this workshop, managers will be able to:

1. Shift from Emotional Intelligence to Emotional Competence

- Understand the critical difference between EQ (awareness) and Emotional Competence (action)
- Learn why competence, not insight alone, drives real leadership effectiveness
- Apply this distinction directly to daily managerial responsibilities

2. Strengthen Core Intrapersonal and Interpersonal Leadership Skills

- Build self-management skills that improve judgment, composure, and credibility
- Strengthen interpersonal skills that enhance influence, collaboration, and trust
- Recognize how emotions shape leadership presence and impact others at every level

3. Improve Communication, Motivation, and Team Engagement

- Learn how emotions influence communication effectiveness
- Increase the ability to motivate and inspire others through emotional awareness
- Apply emotional expressiveness appropriately, understanding both its positive and negative effects

4. Increase Morale, Performance, and Productivity

- Understand the emotional drivers of engagement and disengagement
- Learn practical strategies to raise morale and sustain high performance
- Create emotionally intelligent team climates that support accountability and results

5. Manage Stress and Pressure More Effectively

- Understand the direct relationship between stress, emotions, and performance
- Learn how to respond, rather than react, under pressure
- Build emotional resilience that supports better leadership during change and uncertainty

6. Strengthen Relationships and Decision-Making

- Enhance relationships with staff, peers, and stakeholders
- Understand how emotional competence improves judgment and problem-solving
- Make more balanced, effective decisions that consider both people and outcomes

7. Gain Insight Through Targeted Assessments

- Explore how emotional competence assessments provide clear, actionable insight
 - Understand how to identify strengths and development gaps
 - Use assessment data to guide ongoing leadership growth
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This Workshop Is Ideal For

- People managers and supervisors
 - Mid-level and senior leaders
 - High-potential leaders preparing for expanded responsibility
 - Organizations seeking to strengthen leadership culture, engagement, and retention
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Organizational Impact

After this program, managers do not just *understand* emotional intelligence. They **demonstrate emotional competence** in how they lead, communicate, decide, and perform.

This is **not** motivational training. It is a **behavior-focused leadership development** workshop designed for modern organizational realities.