

Leading with integrity based emotionally intelligence means:

- Developing more conscious self-awareness and understanding through listening attentively to intuitive feelings, reflecting on emotional responses to leadership situations and whether they could be self managed to more productive alternatives.
- Having a clear framework of principles and values to guide your behaviour, and maintaining beliefs, commitment and effort in spite of setbacks or opposition.
- Understanding and resisting personal pressures which encourage non-ethical behaviour and working towards the resolution of ethical dilemmas.
- Being tuned in to your body language and its impact on others; confirming others' understanding through questioning and interpretation of both verbal responses and non-verbal signals.
- Developing a more conscious awareness of others' body language signals, the emotions they may be feeling and an appropriate way to deal with these.
- Demonstrating empathy to others by showing a genuine interest in their concerns, beliefs and priorities.
- Remaining calm in difficult or uncertain situations, acting in an assured and unhesitating manner when faced with a challenge and standing up for your legitimate rights in a way that does not violate the rights of others.
- Standing up for others' rights in a way that matches your principles and values while acknowledging both your own and others' emotions within the overall context of the circumstances involved.
- Making constructive efforts to resolve any disagreements.
- Communicating to others in a clear, concise and genuine way that demonstrates an understanding of context, and conveying your message with an appropriate degree of warmth.
- Adopting communication styles appropriate to listeners and situations, selecting a relevant time and place and speaking clearly with a steady tone, standard pitch and even pace. Distinguishing clearly between fact and opinion; focusing on facts, problems and solutions when handling an emotional situation.
- Investing time and effort in building and maintaining productive relationships and developing mutual trust.

Leading with integrity based emotionally intelligence means:

- Connecting with others and genuinely trying to understand them by listening attentively, and by being prepared to share your feelings and vulnerabilities.
- Regularly reviewing and evaluating your leadership and management performance and the outcomes resulting from your decisions and actions, being open and honest in evaluating your own strengths and weaknesses.
- Actively seeking feedback about your behaviour and performance, noting this non-defensively, acknowledging when you have made a mistake and apologising when this is appropriate.
- Changing behaviour where needed and being receptive to continual learning and change; i.e., being open to 'mind change' rather than 'mindset'.