Case Study – Attributes Contributing to Leadership

Attributes Contributing to Leadership

Research (D. Goleman, 1998)) is beginning to emerge that effective leaders have certain attributes that enhance their ability to lead; attributes are referred to as emotional intelligence include: self-awareness, self-regulation, motivation, empathy, and social skills

Self-awareness: emotionally intelligent people are aware of their strengths, weaknesses, and able to be honest with themselves and others; know when to ask for help; are willing to admit their mistakes; and are confident about what they can do.

Self-regulation: able to control impulses, suspend judgment, and seek out information before making decisions; comfortable with ambiguity and open to change; tend to be reflective and thoughtful

Motivation: want to achieve results because it is exciting and fun for its own sake; energetic and persistent and generally optimistic, even though they may sometimes fail; high achievers and committed to the organizations set goals for themselves and for their employees

Empathy: considering staff’s feelings is part of an effective manager’s decision process; as a leader of a team, an effective manager recognizes that various members may have different emotional reactions, alliances and opinions; an effective leader must recognize and understand these differing perspectives.

Social skills: focus on developing relationships with others; by developing positive rapport, being interested in employees as people, ,and building bonds, leaders are able to connect with staff; leader’s job is to get things done through people; social skills are the grease that makes this happen

Questions for Discussion:

* What types of leadership do you see in your organization?
* In your organization, what are considered the most important leadership competencies?
* What elements of emotional intelligence do yu see operating among managerial staff I your organization?
* How would you describe your leadership style?