



BCNET  
**CONNECT**  
HIGHER ED & RESEARCH TECH SUMMIT

Leading with Emotional Intelligence  
- Building Strong Relationships -



- Ted Pennell
- Chief Information Officer at Camosun College
- MBA, I.S.P., ITCP
- Over 25 years of leading technology in education
- Relationship Builder

# What is Emotional Intelligence (EQ)?

# Why is Emotional Intelligence in leadership important?

Self-awareness

Self-regulation

Motivation

Empathy

Social Skills

# Self-awareness

Understanding one's own emotions and how they impact thoughts and behaviors

# Self-awareness

- Reflect on your own emotions
- Understand your strengths and weaknesses
- Be open to feedback
- Be self-reflective
- Be aware of your own biases
- Be proactive
- Keep things in perspective
- Take responsibility

# Self-regulation

Being able to control and manage one's own emotions and reactions



# Self-regulation

- Manage stress
- Be aware of triggers
- Keep a calm demeanor
- Take a break
- Learn to compromise
- Practice mindfulness
- Be flexible and adaptable
- Practice self-discipline

# Motivation

Being able to harness emotions in a positive way to drive action and achieve goals

# Motivation

- Communicate clear goals
- Provide feedback
- Empower employees
- Create a positive work environment
- Provide opportunities for growth and development
- Communicate the “why
- Show appreciation and gratitude
- Lead by example

# Empathy

Being able to understand and respond to the emotions of others

# Empathy

- Listen actively
- Show interest
- Be understanding
- Communicate effectively
- Be approachable
- Be respectful
- Be non-judgmental
- Show compassion

# Social Skills

Being able to communicate effectively  
and build relationships with others

# Social Skills

- Persuasion and Influencing Skills
- Communication Skills
- Conflict Management Skills
- Leadership Skills
- Change Management Skills
- Building Bonds (Rapport)
- Collaboration and Cooperation | Team-Working Skills

# Tips for improving your Emotional Intelligence skills?



# Tips for Improving EQ Skills

- Enhance self-awareness
- Practice empathy
- Develop emotional regulation skills
- Improve social skills
- Cultivate resilience
- Foster self-motivation
- Seek feedback
- Practice mindfulness

# Leading with Authenticity and Purpose

# Thank you

# Questions?

