

15 Phrases to Power Up Your Leadership Effectiveness

Emotional Intelligence is the Key

In today's evolving workplace, smart leaders are beginning to cultivate an essential skill set.

Businesses across industries are beginning to recognize its importance. It's not just another trend. It's vital to thriving both personally and professionally. It's the rise of the EQ factor—Emotional Intelligence.

Emotional Intelligence has been getting a lot of attention lately, and for good reason. The ability to effectively manage emotions in professional settings is now known as a key predictor of career success. In fact, research shows that 80% of a leader's effectiveness is dependent upon a high degree of social Emotional Intelligence.

But what does that mean on a practical level?

What we've learned from coaching our own clients is that they are yearning to engage and contribute more fully at work--and that poor communication with their bosses gets in the way of that. The Slacks, check-ins, huddles and status updates that shape the day, the week and, ultimately, the culture are important areas that can use a boost of EQ.

Emotionally intelligent leaders know how to communicate their feedback and requirements in a direct way while still respecting their people. And when leaders pay attention to what they say and how they say it, they set the stage for more productive outcomes and happier employees.

Do you find yourself searching for the right words in uncomfortable interactions?

Here are 15 ways to respond to common workplace challenges with Emotional Intelligence.

No matter where you serve in your organization, increasing the EQ in your daily interactions will pave the way for deeper connections and more powerful impact.

WHEN TO SAY IT: <i>Common Challenging Situation</i>	WHAT TO SAY	WHAT IT CONVEYS
1. <i>When you are about to begin a vulnerable or difficult conversation</i>	"The story I'm making up about this is....."	I've made up a story, and I'm willing to be wrong about how I'm currently viewing this situation...please share your thoughts.
2. <i>When deliverables aren't happening on schedule</i>	"Help me to understand what's keeping you from meeting our deadlines."	I am curious about what got in the way of your commitment so I can support you.
3. <i>When you are solving a problem or discussing a serious matter</i>	"I'm going to be completely transparent with you."	This is really important and I value our relationship enough to drop all pretense.
4. <i>When there's an obstacle that is obviously present but being avoided</i>	"Let's talk about the elephant in the room."	I care enough to bravely name the real issue that's in our way so we can move forward.
5. <i>When things go sideways</i>	"Let's improve our communications so this doesn't happen again...what are your thoughts on this?"	I care about how we are relating and want to have healthy and productive interactions.
6. <i>When someone is critical of something from which you received value</i>	"I notice that I'm feeling a bit defensive, yet I'm curious about your experience."	I'm open to the fact that people experience things in different ways.
7. <i>When you sense resistance or lack of engagement</i>	"I'd like your support on this. What part can I count on from you?"	I'm inviting you in and I'm willing to meet you where you are.
8. <i>When a story or presentation must be interrupted to establish clarity or direction</i>	"I'm going to pause you here..."	It's important that we stop and access. And.. I'm not asking you to be quiet.

WHEN TO SAY IT: <i>Common Challenging Situation</i>	WHAT TO SAY	WHAT IT CONVEYS
9. <i>When you want to set a boundary with someone who raises their voice during meetings or other interactions.</i>	"When you raise your voice, it's difficult for me to focus my attention on what you are saying."	Your point of view is important for me to learn, however yelling is not ok.
10. <i>When you are considered the expert in the room, and you want to get it right vs. need to be right</i>	"I realize that I may be missing something here...I'd love your input."	I'm humble enough to acknowledge that I don't know everything.
11. <i>When there is a lag in energy or engagement on a project with a deadline</i>	"We both need to put in more effort for this to work-what does that look like to you?"	I'm willing to participate in a solution together.
12. <i>When you sense confusion or doubt after you've given a direction</i>	"Let's see if I communicated well. What did you hear me say?"	It's important that we are on the same page.
13. <i>When two parties are entrenched with no movement in sight</i>	"We are both dug in here...tell me about your passion around this issue."	I know we are both stuck, I respect your strong opinion and want to understand it further.
14. <i>When you've done a favor or responded to a request.</i>	"I'm happy I was able to help you."	I acknowledge myself as having added value vs. the dismissive "no problem."
15. <i>When you are late</i>	"Thanks for your patience."	I acknowledge that I kept you waiting. A more empowered way of saying that you are sorry.
BONUS! <i>When you want to be inclusive and still make your point</i>	"Yes, and..."	Instead of "yeah, but"...it acknowledges two points of view are valid.