



Emotional Intelligence in a Library Context

NPO 009-577

Using Emotional Intelligence (EQ) as a Management and Leadership Skill in a Library Context

The concept of EQ (emotional quotient) deals with emotions and how they should be recognised as a driving force in business. The basics of EQ are: if we accept that everything important that happens to us arouses emotion, then contrary to conventional thinking, emotions are rarely intrusions into our lives, but intelligent, sensitive, beneficial and even wise. They inspire good judgement and reasoning and lead to success and profitability.

Overall Objectives:

- To equip the Library Managers with practical skills and knowledge needed to develop their EQ skills in order to become confident and competent managers who will turn their business units into successful and productive teams
- To promote the development of EQ knowledge and skills that are required within a library context.

We use a practical approach during training. The following is used to ensure this:

- Group discussions
- Case Studies
- Individual Assessments

Duration: One day

Content:

Understanding emotional intelligence and emotional competence:

At the end of this module delegates should be able to:

1. Understand what is meant by EQ
2. Describe the relationship between cognitive intelligence and emotional intelligence
3. Realise that in order to be successful in business, IQ is not enough
4. Define the concept of emotional competence



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5. Assess their own EQ, strengths and development areas
6. Understand the emotional competence framework in terms of:
 - a. Personal competence – knowing oneself
 - b. Social competence – knowing others (colleagues, team members)
7. Achieve emotional self-awareness (recognising the difference between feelings and actions)

Interpersonal Communication – the cornerstone of EQ

At the end of this module delegates should be able to:

1. See the connection between the HBDI and EQ
2. Assess their own communication style to identify strengths and weaknesses
3. Understand the concept of emotional intelligence in confidence and assertiveness
4. Assess their overall current levels of assertiveness
5. Know what to do to improve their ability to communicate and to “read” people
6. Explain the importance of listening in EQ

Effective Conflict Resolution in an EQ context:

At the end of this module delegates should be able to:

1. Be aware of the barriers to communication that leads to conflict
2. Identify difficult behaviours and how to deal with this using EQ skills
3. Learn the different conflict skills
4. Identify the various causes of conflict
5. Use the Z-Model to deal with conflict effectively
6. Learn how to adjust your approach to suit different conflict situations – become more flexible in your understanding of the situations