

**Emotional Intelligence for the Modern Leader: A Guide to
Cultivating Effective Leadership and Organizations
By Christopher D. Connors**

- 1. How does the Institute for Health and Human Potential define emotional intelligence?**

- 2. List the five pillars of emotional intelligence and describe each one:**

- 3. Why is self-awareness so difficult to master?**

- 4. List and describe the three types of empathy:**

- 5. Define servant leadership:**

- 6. What are some examples of poor leadership?**

7. List and describe the six emotional leadership styles:

8. Visionary leaders do what three things particularly well?

9. What three things mark the leadership style of coaching?

10. What is a potential downside of democratic leadership and when does it work best?

11. What is the danger associated with pace-setting leadership?

12. When can commanding leadership be effective?

13. What are risks associated with commanding leadership?

14. What are three foundational activities of emotional intelligence?

- 15. “If you are going to lead others effectively, you need to have your own house in order.” What three questions are essential to ask yourself to increase your emotional intelligence?**

- 16. What is a mission statement and what three things does it establish?**

- 17. Describe a transforming leader:**

- 18. What are some common challenges in becoming an emotionally intelligent leader?**

- 19. List some examples of regressive behaviors:**

- 20. To thwart regressive behavior, you must play offense and defense. List some “playing offense” activities and “playing defense” activities:**

- 21. Another way to thwart regressive behavior is to take the “feedforward” approach. Describe this approach:**

22. How do emotionally intelligent leaders view the culture in any organization?

23. What are four phases to turn your vision of an emotionally intelligent organization into reality?

24. What are some obstacles every leader faces?

25. What are four criteria to focus on to avoid obstacles that stand in the way of successfully leading your organization?

26. Leading an organization, department, division, or even a small unit requires adjustments. Making adjustments is about gaining a deep understanding of which four key areas of your business?

27. How do you sustain change in your organization?

28. Roadblocks to change center around which two areas?

29. What two things comprise the secret of the most successful leaders in all industries?

30. What are some steps to follow to get back on track when there are setbacks, delays, and deviations from a change management plan?
