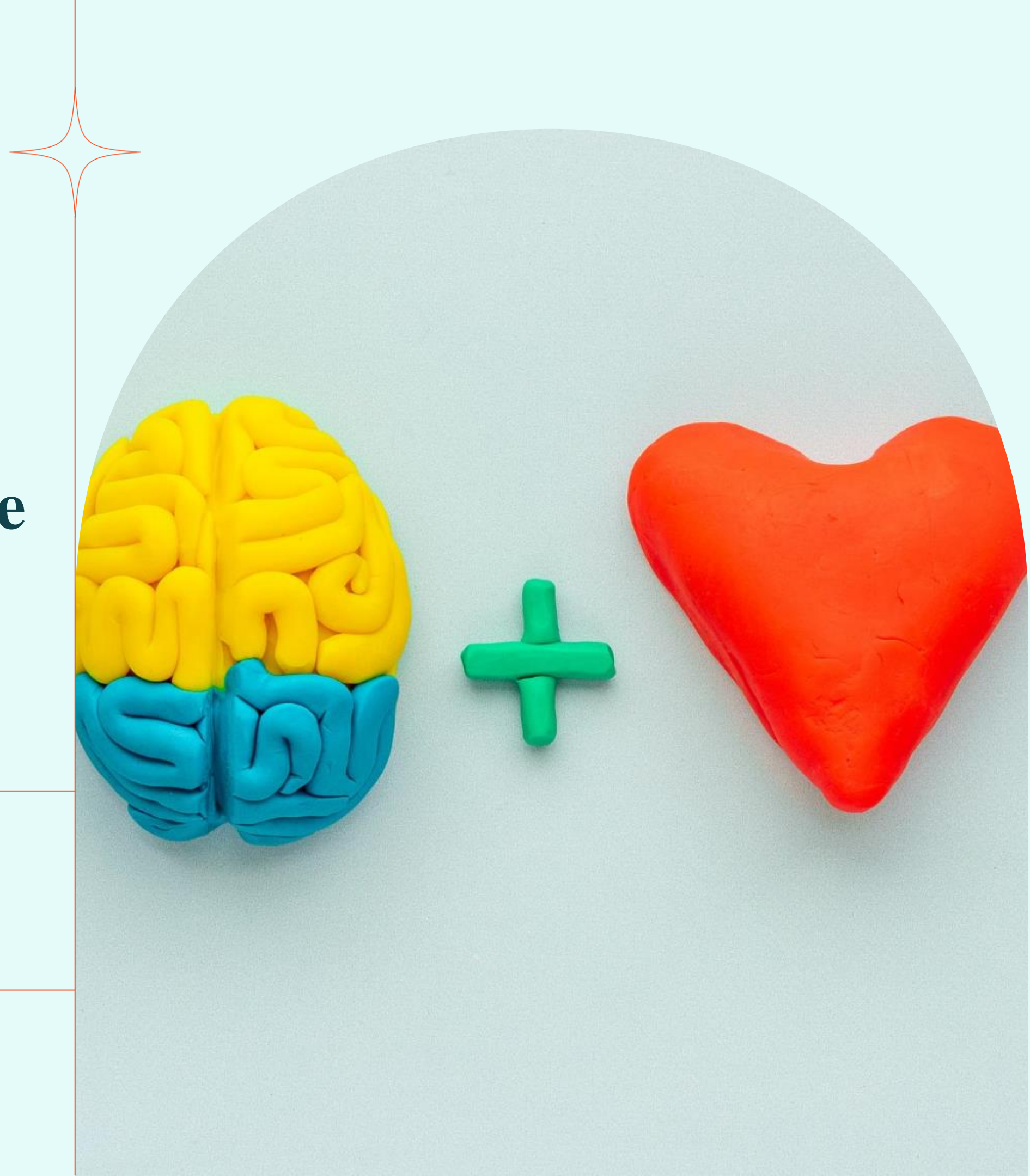
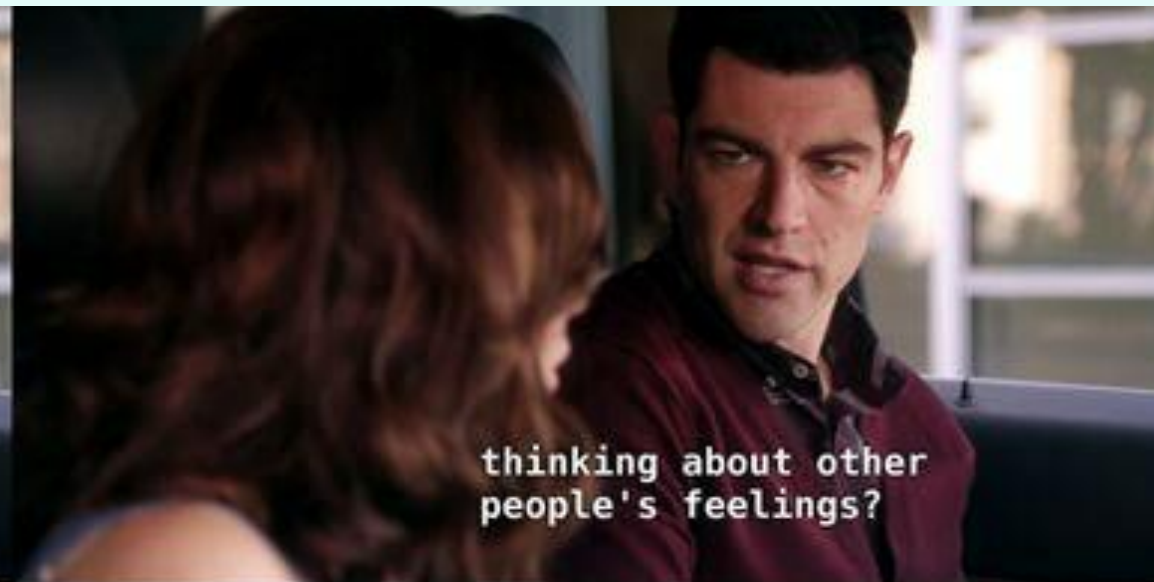


All the Feels:

Leading with Emotional Intelligence

AnnaLee Dragon
Executive Director
New York Library Association

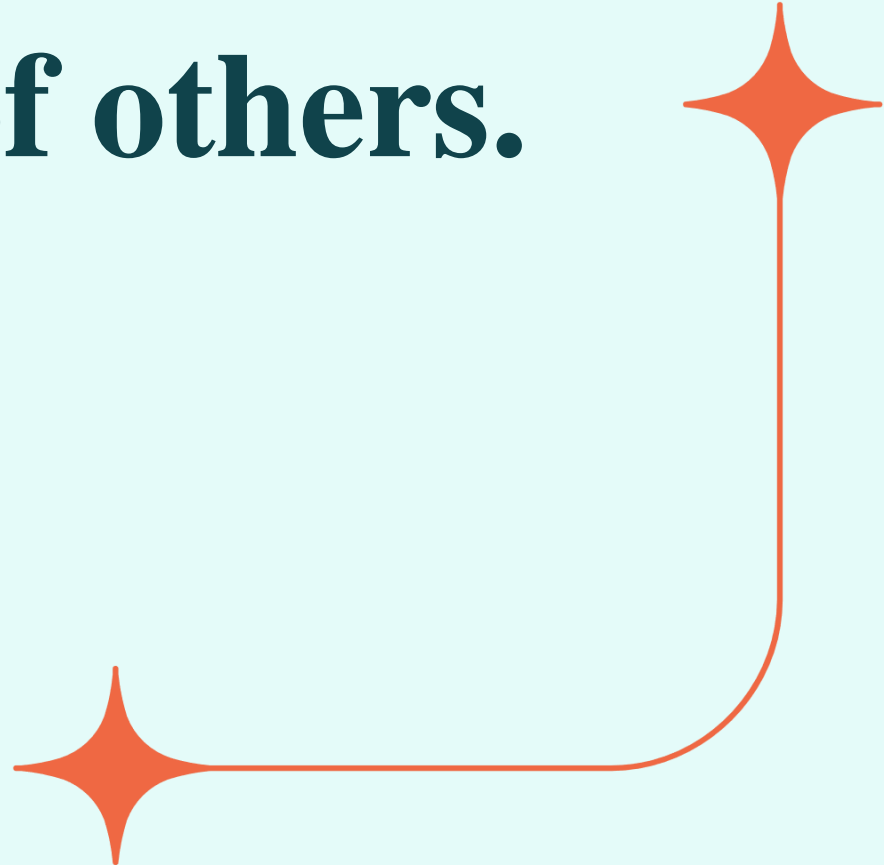






Emotional Intelligence (EI):

**the ability to recognize, understand, and manage
our own emotions, as well as recognize,
understand, and influence the emotions of others.**



Key Components of Emotional Intelligence



Emotional Intelligence Quiz - 20 questions 3 minutes

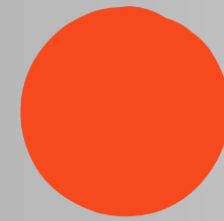
(Psychology Today)



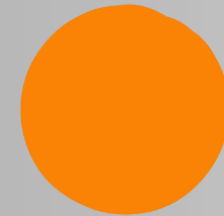
<https://www.psychologytoday.com/us/tests/personality/emotional-intelligence-test>



Autocratic Leadership



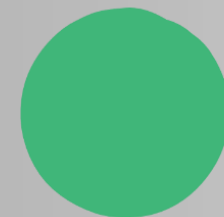
Conflates aggression with strength



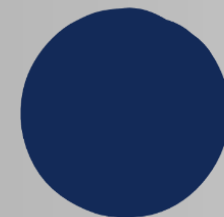
Driven by personal gain or power



Prioritizes tasks over people



Relies on authority and fear to influence



Rewards the suppression of emotions



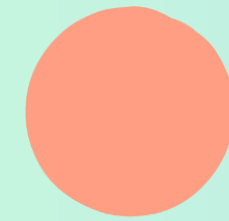


Claire Willett

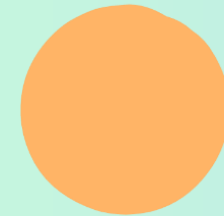
@clairewillett

honestly the best marketing
scheme in history is men
successfully getting away with
calling women the "more
emotional" gender for like, EONS,
because they've successfully
rebranded anger as Not An
Emotion

Emotionally Intelligent Leadership



More likely to seek feedback



More likely to think before acting



Focuses on collective success and sustainability



Creates a more inclusive environment

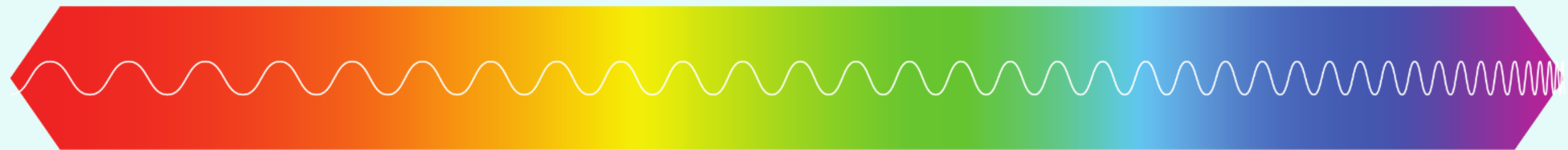
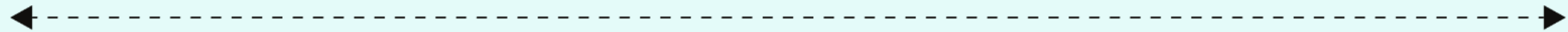


Uses persuasion and collaboration

Leadership Style Spectrum

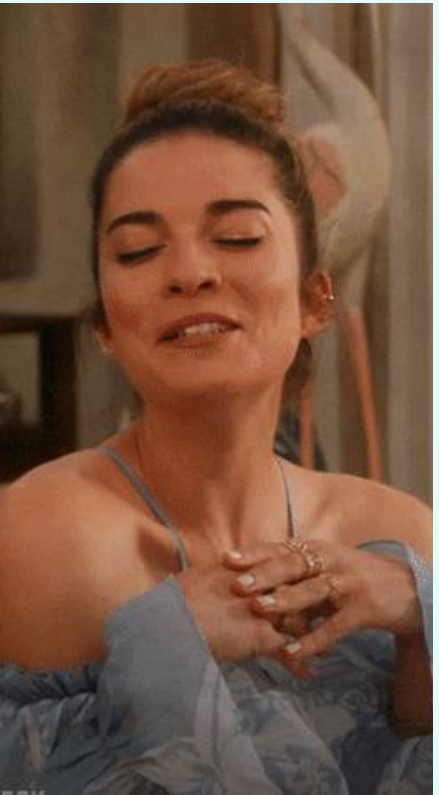
Detached

All the Feels



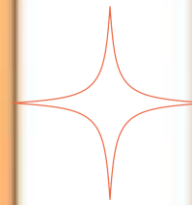
Autocratic

Emotionally Intelligent





Demands
Relies on Authority
Issues Ultimatums
Uses People
Takes Credit
Places the Blame
Says "Go"
My way is the only way



Coaches
Role Models Behavior
Generates Enthusiasm
Develops People
Gives Credit
Accepts Blame
Says "Let's Go"
I've got your back



Why does EI matter in every workplace?



Higher employee engagement



Increased adaptability



Stronger relationships



Reduced stress and burnout



Higher retention rates









Enhanced customer satisfaction



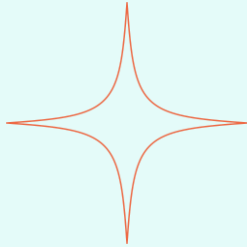
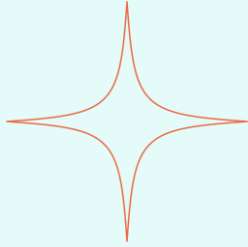
Why does EI matter to my library?



-  **Limited resources for conflict resolution**
-  **Heightened visibility of leadership**
-  **Increased need for adaptability and resilience**
-  **Influence the library's emotional culture**
-  **Faster spread of emotions**
-  **Flexibility and responsiveness help attract and retain staff and board**



Things to Remember

- 
- ✓ **You will still need to have difficult conversations**
 - ✓ **There is more than one way to be a leader**
 - ✓ **Be the leader you wanted/needed**
 - ✓ **Lead with your head AND your heart**
- 



People will forget what you said,
people will forget what you did, but
people will never forget how you
made them feel.

Maya Angelou



Questions?



AnnaLee Dragon
director@nyla.org