


# VODITELJ PRIHODNOSTI, DIRIGENT S POSLUHOM ZA VSAKOGAR

## Mednarodna konferenca

 28. maj 2019

 Kongresni center Brdo



Javni štipendijski, razvojni,  
invalidski in preživninski  
sklad Republike Slovenije



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NALOŽBA V VAŠO PRIHODNOST



ASI  
Celovita podpora podjetjem  
za aktivno staranje delovne sile



Zveza ljudskih univerz Slovenije

Optius

Moja zaposlitev.



REPUBLIKA SLOVENIJA  
MINISTRSTVO ZA DELO, DRUŽINO,  
SOCIALNE ZADEVE IN ENAKE MOŽNOSTI



REPUBLIKA SLOVENIJA  
MINISTRSTVO ZA IZOBRAŽEVANJE,  
ZNANOST IN ŠPORT

# Impersonal Leaders Cannot Personalise – the Role of Emotional Intelligence

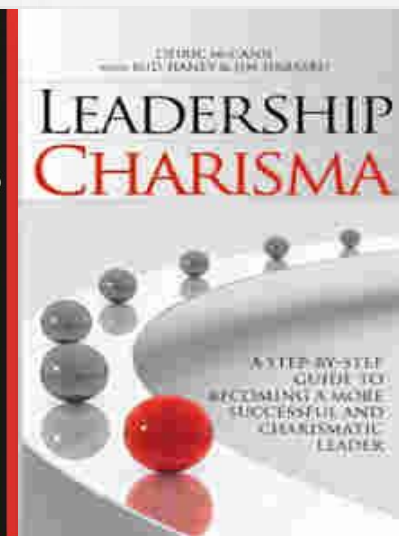
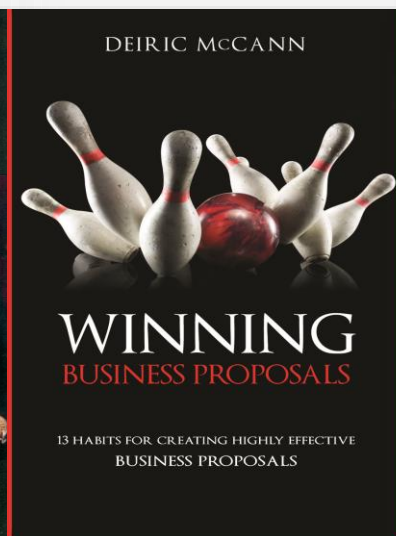
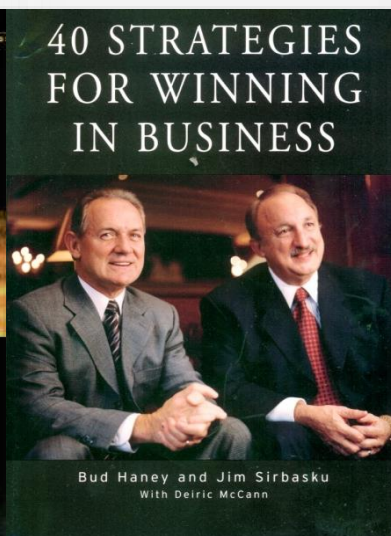
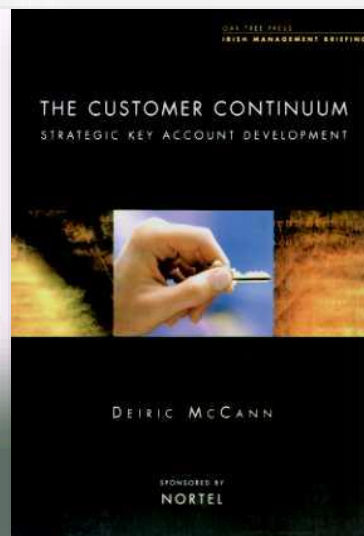
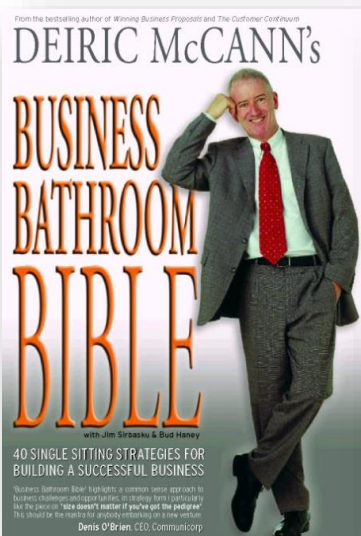
Deiric McCann, Genos International

# Deiric McCann



Five bestselling business books

1000+ articles on management topics

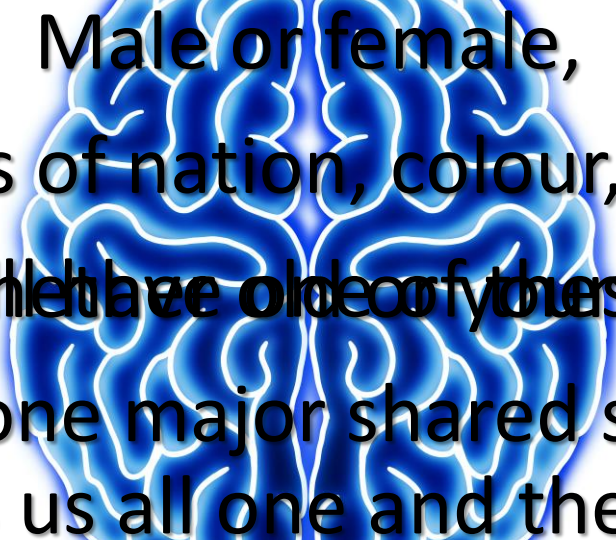


Head of International

**genos**  
INTERNATIONAL

“Deiric McCann got us on our feet...  
he touched our hearts...  
he turned us around...  
and he got us moving forward!”



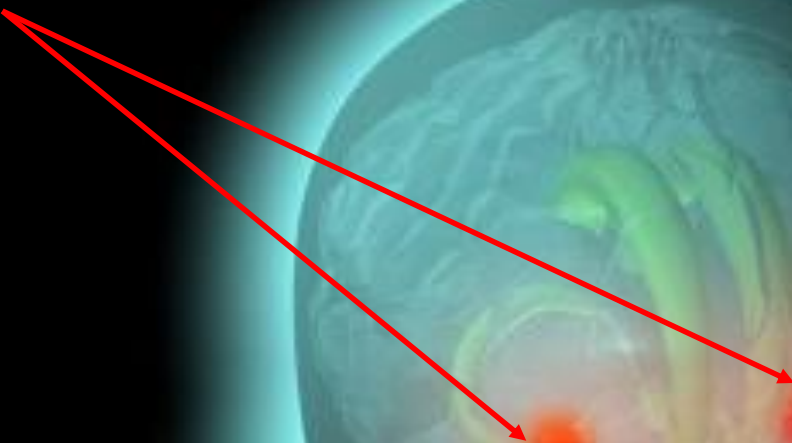
A glowing blue brain with a white outline, centered on the page. The brain is depicted from a top-down perspective, showing the two hemispheres and the central sulcus. The glow is most intense at the center and fades towards the edges.

Male or female,  
regardless of nation, colour, or creed,  
~~We all have one of these...~~  
at least one major shared similarity  
makes us all one and the same

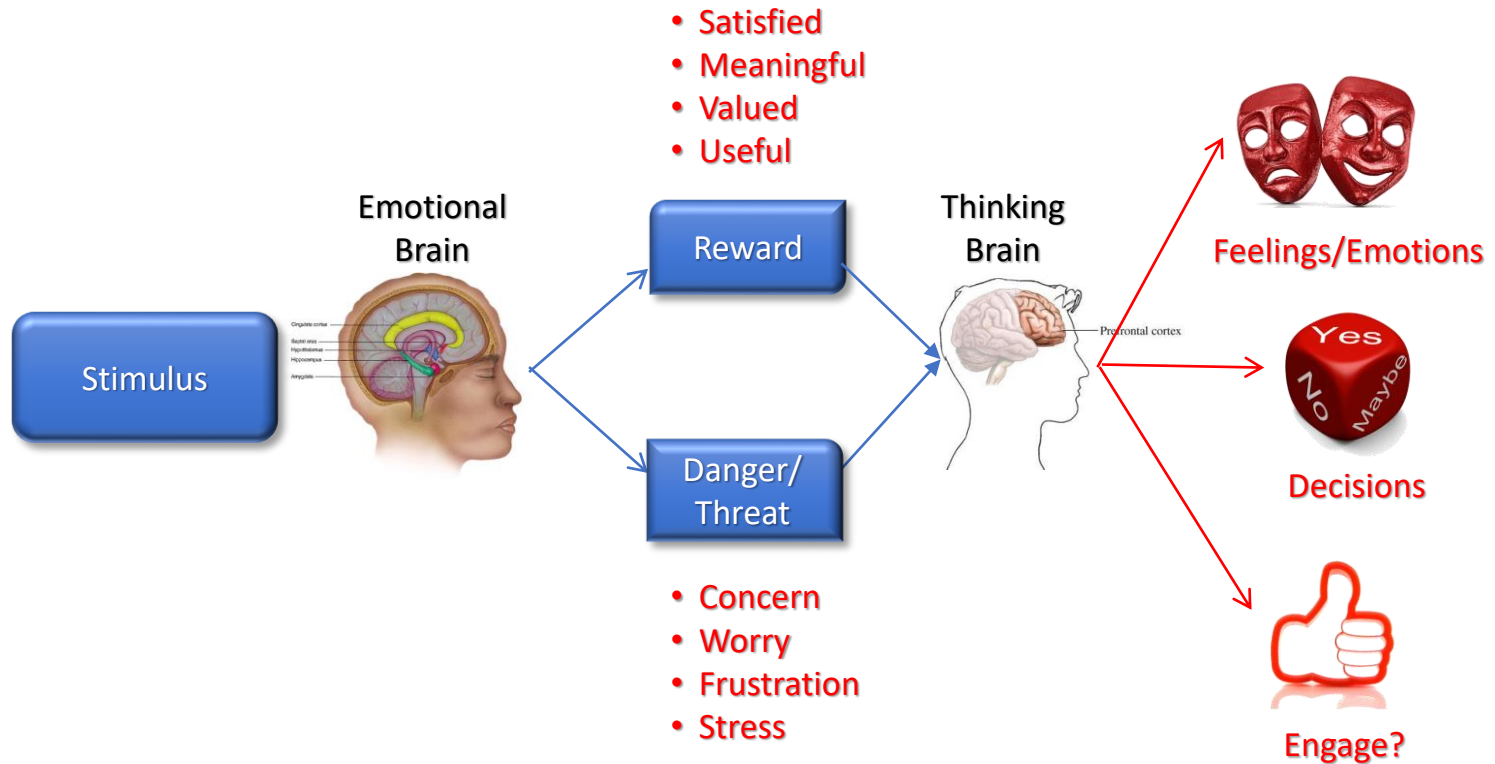
# Observation Test



Amygdalae



# The Neuroscience of Emotions



The way you feel impacts how you feel, the decisions you make, and the extent to which you engage



“Everything you do in life is based upon your brain’s determination to minimise danger or maximise rewards.

**Minimise threats and maximise rewards**  
is the organizing principle of the brain”

(Gordon, 2000)

# A Practical Definition of Emotional Intelligence



“Emotional Intelligence is about making intelligent responses to negative emotions and using specific skills to generate positive emotions in self and others ...”

- Dr. Ben Palmer

**S.C.A.R.F.**

# A Practical Neuro-Leadership Model



**S**tatus

**C**ertainty

**A**utonomy

**R**elatedness

**F**airness

# Status

Importance relative to others



An increase in Status generates a larger neural response than money

Show them what's great about them  
A decrease in Status triggers the brain's 'pain matrix'

# Certainty

An ability to predict the future



Our brains are certainty seeking machines  
Make expectations, commitments, and structures extremely clear  
– any ambiguity triggers a threat response



# Autonomy

A sense of control over events



When we experience stressors of the threat response is automatically higher if we feel we have more control  
Work on providing a feeling of choice, of autonomy, of control



# Relatedness

A sense of belonging & connection



Build trust and a sense of what we have in common – bring diverse generations together socially, in teams, with shared goals

New or different people trigger a threat response

# Fairness

A perception of equal treatment and fairness



Be more than fair – be **generous** with all; and **BE SEEN** doing so;  
Unfair interactions or systems generate a threat response  
all must **FEEL** they are being treated fairly

Here's some feedback for you...



Which is best?

GENERATIONAL ISSUES

# The Key to Preventing Generational Tension Is Remembering That Everyone Wants to Feel Valued

by Liane Davey

JULY 16, 2018





# How do you know if your team is doing it right? Do it and measure the results. Are you effective?

**S**

1. Makes others feel appreciated.

**C**

5. Is consistent in what they say and do.

**A**

6. Encourages others to put forward their thoughts, feelings and opinions.


**R**

7. Balances achieving results with others' needs.

**F**

3. Involves you in decisions that affect your work.





180° EMOTIONALLY INTELLIGENT  
WORKPLACE BEHAVIOUR FEEDBACK REPORT

*Paul Example*  
1 January 2018  
Strictly Confidential

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YOUR LOGO  
HERE

Curious to know how well you or one of your team are seen to 'show up'?

A small gift for your kind attention...

[Genosemotionalintelligence.com/brdo](https://Genosemotionalintelligence.com/brdo)

...that's 'Genos Emotional Intelligence'  
with no spaces!



[Genosemotionalintelligence.com/brdo](https://Genosemotionalintelligence.com/brdo)

# Impersonal Leaders Cannot Personalise

Personalise the way **you and your people** 'show up'  
and watch the multiple generations in your workforce  
work like one


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A photograph of four diverse people (two men and two women) sitting around a table, smiling and looking at a tablet held by one of the women. There are coffee cups on the table. The background shows a modern office or public space with large windows and a decorative pillar.

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Go raibh maith agat!

Hvala!

Thank You!

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# Impersonal Leaders Cannot Personalise – the Role of Emotional Intelligence

Deiric McCann, Genos International





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ZNANOST IN ŠPORT**

Konferenco sofinancirajo Ministrstvo za delo, družino, socialne zadeve in enake možnosti, Evropska unija iz Evropskega socialnega sklada in Ministrstvo za izobraževanje, znanost in šport.