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# Emotional Intelligence in Leadership

July 8, 2026

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# Questions

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# Meet Your Presenters

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Partner  
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## Agenda

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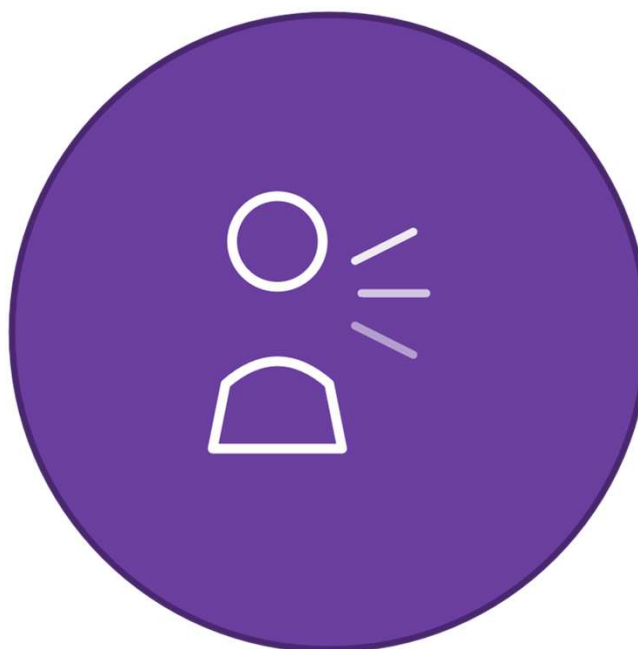
- Five Elements of Emotional Intelligence
- Emotional Intelligence in Leadership
- Resolution in Challenging Negotiations or Conflicts

# Five Elements of Emotional Intelligence



## Self-Awareness

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## Self-Awareness

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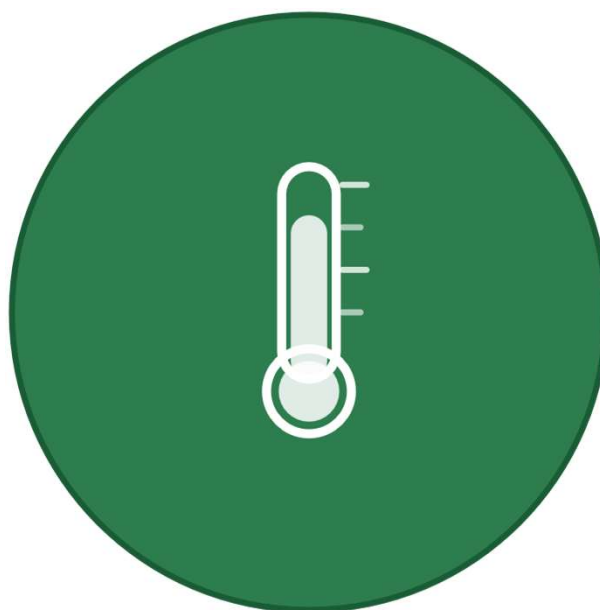
The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.<sup>1</sup> (*Building Champions*)



“Whole –self” – Understanding your values, your own character traits and your beliefs.

## Self-Regulation

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## Self-Regulation

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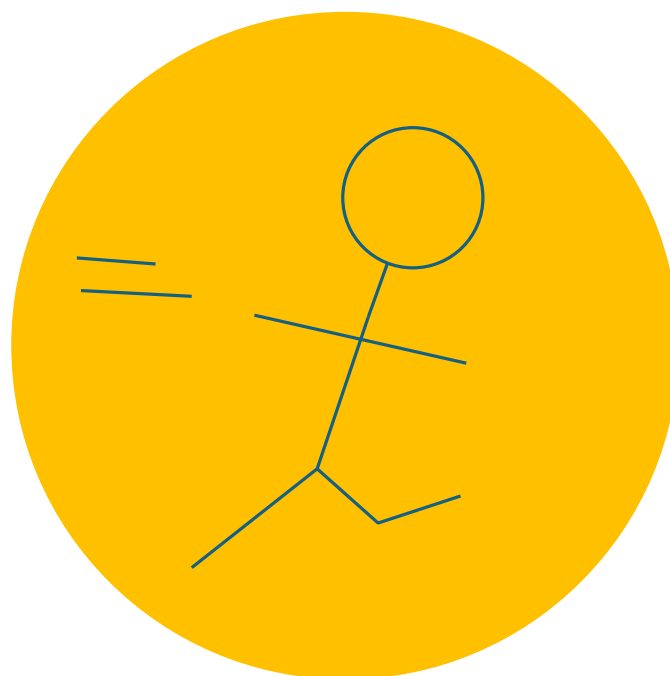
The ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and think before acting.<sup>1</sup>  
*(Building Champions)*

Your own emotional management – keeping connected to your higher brain and staying calm and present, even when strong emotions are triggered.



## Motivation

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## Motivation

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A passion to work for reasons that go beyond money or status; a propensity to pursue goals with energy and persistence.<sup>1</sup> (*Building Champions*)

Are you externally or internally motivated? How do you create a sustainable framework for your internal motivation driver?

## Empathy

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## Empathy

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The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions.<sup>1</sup> (*Building Champions*)

Understanding others is “reading the room” and adapting to the person you are interacting with at the time.

When managing a team, it’s your individual interactions tailored to each team member.

Is the team member a “just the facts” type or is the team member someone that thrives with praise?

## Social Skills

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## Social Skills

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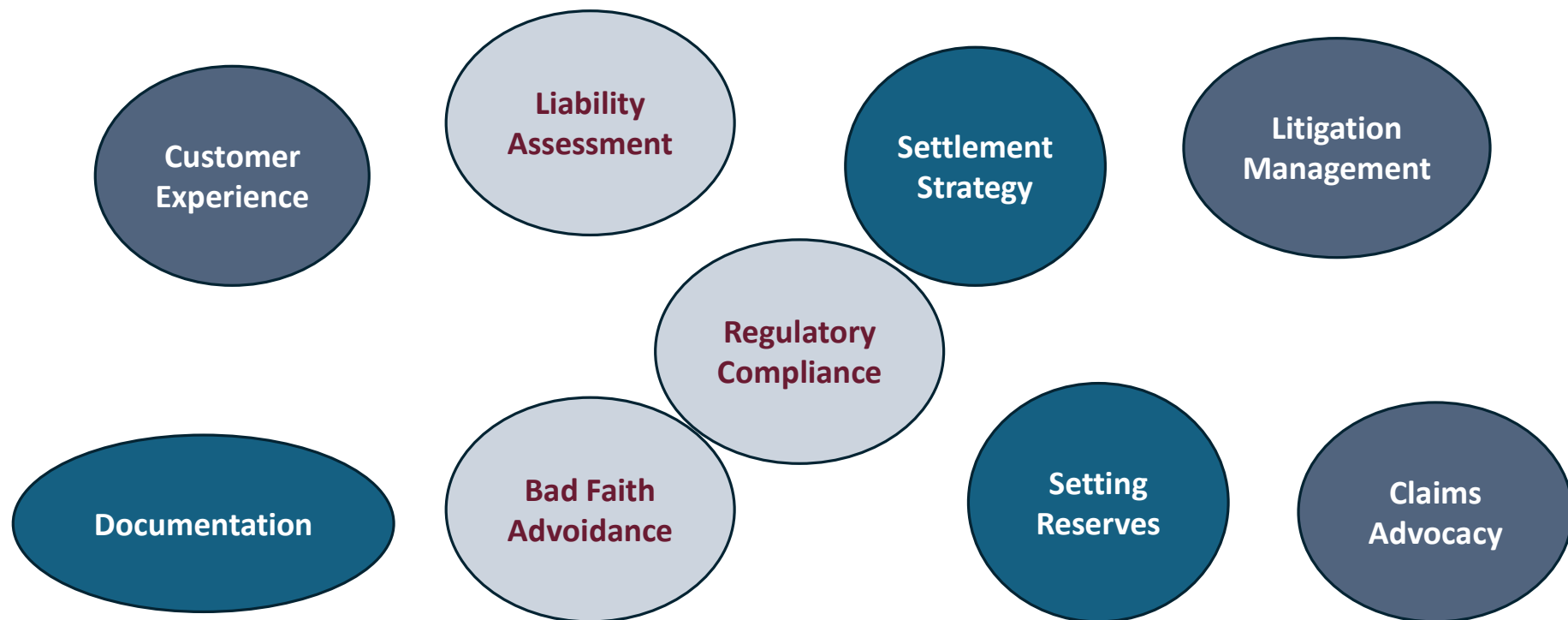
Proficiency in managing relationships and building networks, and an ability to find common ground and build rapport.<sup>1</sup> (*Building Champions*)

Social skills is the application and expression of the other EQ skills, including:

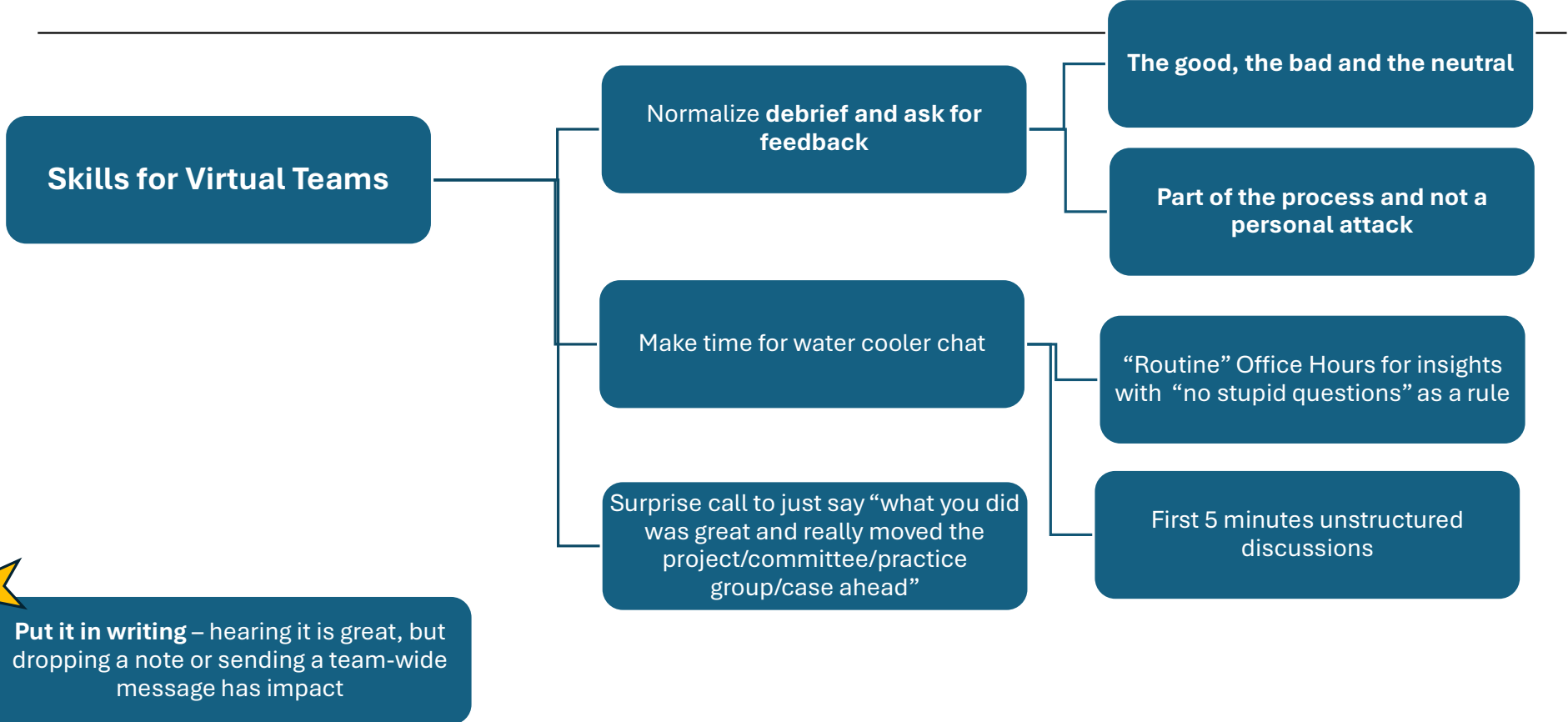
- *Communication*
- *Conflict Resolution*
- *Coaching*
- *Relationship Building*
- *Collaboration*

Social skills depends on the self-awareness to understand your impact, the self-regulation to communicate appropriately, the motivation to stay involved and the empathy to connect with others.

# Emotional Intelligence in CLAIMS HANDLING PLUS<sup>®</sup>



# Emotional Intelligence in Claims Handling



## Build a foundation of trust in your working relationships<sup>2</sup>

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Make an effort to learn something about each of your employees

Be true to your word

Involve staff in important decisions to show you value their input

Be a good listener  
Recognize an employee's contribution rather than taking credit for results

Be fair and consistent with both rewards and reprimands

Participate in day-to-day activities and make yourself available for questions

Make commitments, not promises

## What kind of manager are you? <sup>3</sup>



## Common Sources of Conflict

- Miscommunication
- Clashing Styles
- Unmet Expectations
- Ambiguity
- Perceived Disrespect

## Scenarios

- Managing a difficult conversation after a claim denial
  - Awareness that Client's frustration stems from financial stress and fear for future operations
- Uncooperative witness with combative counsel at deposition
  - Opposition is trying to get you to emotional state and lose opportunity to get answers and document their obstruction

## EQ Resolution

- Self-awareness helps people notice when they're triggered before reacting
- Self-regulation tempers the urge to snap back
- Empathy brings in the other person's perspective, which usually de-escalates the blame
- Motivation keeps people at the table when a conversation gets uncomfortable
- Relationship management rebuilds the bridge when trust has been shaken



## Take a Pause Before Responding

Take a deep breath, a sip of water, or write a quick note or even a doodle to interrupt automatic reactions and respond thoughtfully.



## Name What You're Feeling

Label your emotions (e.g., 'I'm frustrated') to trigger your reasoning skills and lower your emotional intensity.



## Reframe and Regroup

Shift your perspective, what you're in control of, by asking what's driving the other person's behavior or how you can turn an ongoing conversation into an opportunity.



## Root to The Shared Purpose

Remember there is a shared purpose or goal of the meeting, negotiation, deposition, whatever it is. You still have a professional goal—client interest, credibility, or collaboration—when emotions rise.



## Use Grounding Techniques

Relax shoulders, breathe slowly, tap fingers on your leg, or plant your feet firmly to physically reset your body's stress response.



## Clarify Instead of Reacting

Defuse tension by asking, 'Can you help me understand? Ask, rather than responding emotionally.



## Reflect, Don't Ruminates

After tense moments, identify triggers and what helped you recover. But don't "Woulda, Shoulda, Coulda" after the fact.

## Applying EQ to Resolution Strategies

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# Citations

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## **Emotional Intelligence Definitions sourced from:**

<sup>1</sup> [The 5 Components of Emotional Intelligence in Leadership | Building Champions](#)

## **Build a foundation of trust in your working relationships sourced from:**

<sup>2</sup> Insperity Guide to Leadership and Management, p. 3, Insperity. [www.insperity.com](http://www.insperity.com)

## **What kind of manager are you? sourced from:**

<sup>3</sup> Insperity Guide to Leadership and Management, p. 5, Insperity. [www.insperity.com](http://www.insperity.com)

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