

Prioritise Understanding

*How to keep The Main Thing,
The Main Thing, when
everything else is changing.*



Key Points:

- When dealing with people, consider both facts and emotions
- Emotions are an intrinsic part of being human
- Good leadership requires understanding of others' emotions and your own

Think of a recent stressful situation involving others which you don't think went well **A. With your Team** and **B. at home** and write them here →

WITH YOUR TEAM

AT HOME

#1 Self-awareness

In each stressful situation, what were your strengths?

What were your weaknesses?

What did you value?

Why did you respond the way you did?

#2 Self-management

In each situation, did you stop and respond or did you react?

Which emotions do you usually control well?

Which emotions do you need to work on managing?

WITH YOUR TEAM

AT HOME

#3 Social Awareness

In each situation, which emotions did you recognise in the other person/s?

What emotions might they have been experiencing that you may have missed?

#4 Relationship Management

How do you feel you manage conflict?

How would it benefit you and others, if you managed conflict better?

Prioritise Understanding

Which of the Four Areas above do you need to grow in most?

What do you wish your team knew about what you need in stressful situations?