Emotional Intelligence & Behavioural Styles at Work Building self-awareness, communication & resilience

MBKB Training

Adam Bristo/Jacob Putt/Jack Heather

Agenda

- Purpose/ Outcomes
- Emotional check-in
- Triggers & responses
- Behavioural styles
- Workplace scenarios
- Resilience tools
- Action planning

Purpose

Develop	Develop key Emotional Intelligence (EI) skills
Understand	Understand your behavioural style
Improve	Improve communication & teamwork
Strengthen	Strengthen resilience in the workplace

Learning Outcomes

By the end of this workshop, you will be able to:

- Explain what Emotional Intelligence is and why it matters at work.
- Identify your own emotional triggers and choose more helpful responses.
- Recognise key behavioural styles in yourself and others.
- Adapt communication to work more effectively with different styles.
- Apply simple tools to build day-to-day resilience in the workplace.

Emotional Intelligence

Emotional Check-In

Sunny

Cloudy

Stormy

Foggy

Breezy

What is Emotional Intelligence?

NOTICE YOUR EMOTIONS

UNDERSTAND WHAT THEY MEAN

MANAGE YOUR REACTIONS

RECOGNISE EMOTIONS IN OTHERS

BUILD EFFECTIVE RELATIONSHIPS

Four Elements of Emotional Intelligence

Self-awareness • Emotional self-awareness	**Self-management** • Emotional self-control • Adaptability • Achievement orientation • Positive outlook
Social awareness • Empathy • Organizational awareness	**Relationship management** • Influence • Coach and mentor • Conflict management • Teamwork • Inspirational leadership

Why Emotional Intelligence Matters in Operations

90%

Of Top Performers

High emotional intelligence distinguishes exceptional leaders from average ones in operational roles.

58%

Job Performance Link

Research shows emotional intelligence accounts for this percentage of success in leadership positions.

2x

Team Productivity

Teams led by emotionally intelligent managers show double the engagement and output levels.

Triggers & Responses

BREAKOUT

Think of a recent moment at work when you felt a strong emotion (e.g. frustration, anxiety, excitement).
Reflect on:

- What triggered it?
- How did you react?
- What would a more helpful response look like?

15 MINUTES
Discuss/Feedback

- Pause before reacting
- Take 3 deep breaths
- Ask a clarifying question
- Step away briefly
- Label the emotion
- Delay sending the email
- Reframe the situation

Behavioural Styles

Common Workplace Behaviour Styles

Direct	Influencing	Steady	Conscientious
Supportive	Task-focused	People-focused	Analytical

Direct / Task-Focused

Strengths:
- Decisive, fast-paced, results-driven

Needs:
- Efficiency, autonomy

Potential blind spots:
- Impatience, bluntness

Influencing / People-Focused

Strengths:
- Sociable, enthusiastic, persuasive

Needs:
- Recognition, interaction

Potential blind spots:
- Lack of detail, over-optimism

Steady / Supportive

Strengths:

- Calm, patient, reliable

Needs:

- Stability, trust

Potential blind spots:

- Avoiding conflict, resisting change

Conscientious / Analytical

Strengths:
- Detail-oriented, structured, accurate

Needs:
- Clarity, data, time to think

Potential blind spots:
- Over-analysis, perfectionism

Your Style Snapshot

Discuss:

- Which style feels most like you?
- Which style do you shift into under stress?
- What’s one strength you gain from your style?

To collaborate effectively:

- Flex your pace
- Adjust your level of detail
- Consider tone & body language
- Match communication preferences

BREAKOUT

In your tables, discuss:

- What behavioural style might be present?
- What EI skills are needed?
- How could you adapt your communication?

10 MINUTES
Discuss/Feedback

- Giving feedback to someone who avoids conflict.
- Getting a decision from someone very detail-focused.
- Managing a team member who dominates meetings.

Resilience

Tools for Resilience

- Pause – Breathe – Choose
- Circle of Control
- Micro-recovery breaks
- Healthy boundaries
- Positive reframing

Circle of Control

Think of a current challenge:

- **In my control:** effort, attitude, choices
- **In my influence:** relationships, preparation
- **Outside my control:** others' reactions, decisions

Personal Action Plan

Personal Action Plan

Write down one thing you will:

- Practise with Emotional Intelligence
- Adapt in your communication
- Use to build resilience

Thank you
The team and I will be around for any questions