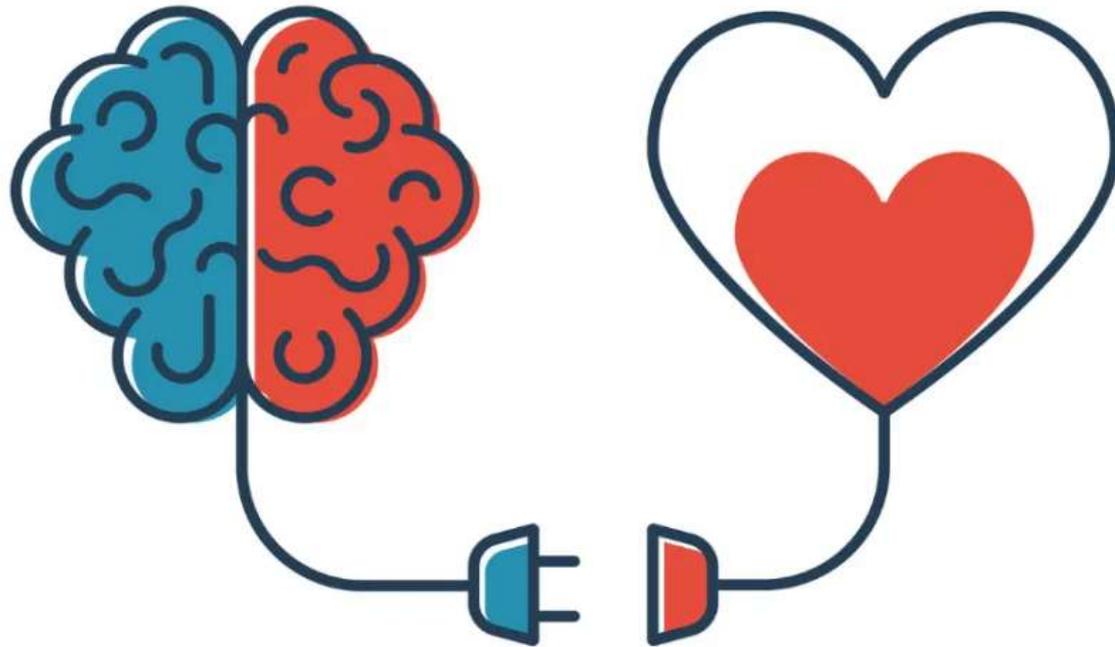


# Leading with Emotional Intelligence



- ▶ Trainer: Rola Jaber Ezzeddine



**Rola J. Ezzeddine**

## Rola Jaber Ezzeddine

An ambitious, self-motivated, and energetic individual, Rola Ezzeddine is a UAE-born and raised professional who thrives on challenging projects and inspiring others with her interpersonal, leadership, and communication skills.

With over 20+ years of experience in consultancy, training, and workshops, Rola has worked both online and face-to-face with esteemed organizations in the UAE, including Dubai Airports, Microsoft, Google, Bon Education, Mohammed Bin Rashid's Smart Learning Program, the Higher Colleges of Technology (HCT), TAQA, DEWA, SEWA, Al Wasl Properties, Taaeen, ADNOC, Emirates Centre for Strategic Studies and Research (ECSSR), the National Archives, the Ministry of Labor, Abu Dhabi Municipality, National Security, Dubai Police, Dubai Immigrations, Dubai Customs, the University of Sharjah, Insurance Authority, Mubadala MDC, Abu Dhabi Global Market Academy (ADGMA), Abu Dhabi Power Corporation, Abu Dhabi's National Emergency Crisis and Disaster Management Authority (NCEMA), Abu Dhabi's Ministry of Foreign Affairs & International Cooperation (MOFAIC), Julphar Gulf Pharmaceutical, Abu Dhabi's Department of Culture & Tourism (DCT), Federal Authority of Nuclear Regulation (FANR), and various banks from the UAE's finance sector.

Additionally, Rola has excelled as a Consultant Curriculum Manager for several Graduate Training Programs, Work Readiness Programs, and Leadership Programs.

Her expertise extends to serving as an advisor, coach, mentor, and an occupational assessor for the Centre of Excellence of Abu Dhabi, the Abu Dhabi University Knowledge Group in UAE, and the Ministry of Foreign Affairs & International Cooperation (MOFAIC).

Rola has also conducted training sessions within the GCC for OQ in Oman, the Ministry of Higher Education in Qatar, Bahrain, Oman, and Kuwait, and the Ministry of Justice in Kuwait. She has collaborated with the Qatar Museum Foundation in Qatar and served as a Microsoft Motivational Speaker at their DIGIGirlz Seminars in Bahrain and Oman.

*World HR Board's Fellowship in Strategic L&D and Organizational Development | Certified Emotional Intelligence Specialist (CEIS) | World HR Board's Licentiate in Training & Development (LTD) | Certified Master Trainer & Facilitator (CMTF) | Certified Instructional Designer (CID) | Certified Learning & Development Manager (CLDM) | Certified Innovation Strategist (CInS) | Certified Occupational Assessor & Tester | Microsoft Certified Master Trainer of Trainers*

### **Rola is a Subject Matter Expert in:**

Innovation & Creative Problem Solving  
Leadership & Emotional Intelligence  
Change Management through Agility & Resilience  
Organizational Development

Leading High Performance Teams  
Excellence in Customer Satisfaction  
Shaping Mindsets for Digital Transformation  
Self-Leadership for Project Management

Future Foresight for Strategic Planning  
Design Thinking for Sustainability  
Mindset-Makeover Communications  
Assessment, Coaching, Mentoring

# Workshop Objectives



Find out YOUR  
Leadership Style

Asses YOUR Skills  
as an Emotional  
Intelligent  
Leader

Recognize YOUR  
Leadership  
Communication  
Style

# Module 1

## Emotional Intelligence & Leadership Styles





What do you think of when you hear “Emotional Intelligence”?



# Emotional Intelligence (EI)

EI refers to the ability to **recognize, understand, and manage** both **our own emotions and the emotions of others** effectively.

It involves being aware of how emotions drive behaviours and interactions and using that awareness to navigate:

- social complexities,
- communicate effectively, and
- solve conflicts empathetically.

**The core components of EI, include:**

- self-awareness,
- self-regulation,
- empathy,
- social skills,
- and motivation.

# Emotional Intelligence (EI)



**01**

## Self-Awareness

- Recognize your own emotions.
- Understand how they influence your actions.

**02**

## Self-Regulation

- Manage emotions in a healthy way.
- Adapt to changing circumstances.

**03**

## Empathy

- Understand other people's emotions.
- Offer comfort and support.

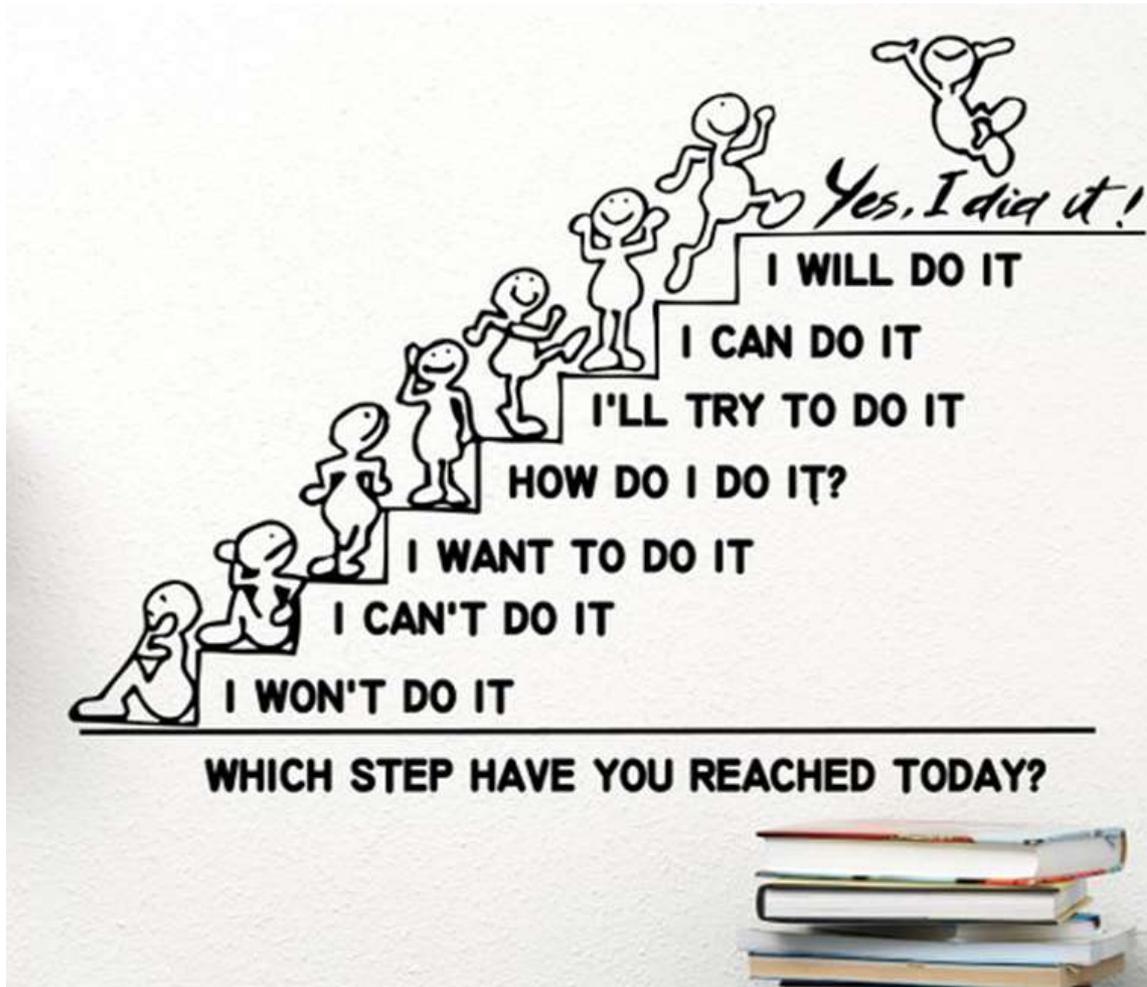
**04**

## Social Skills

- Build and maintain relationships.
- Effective communication.

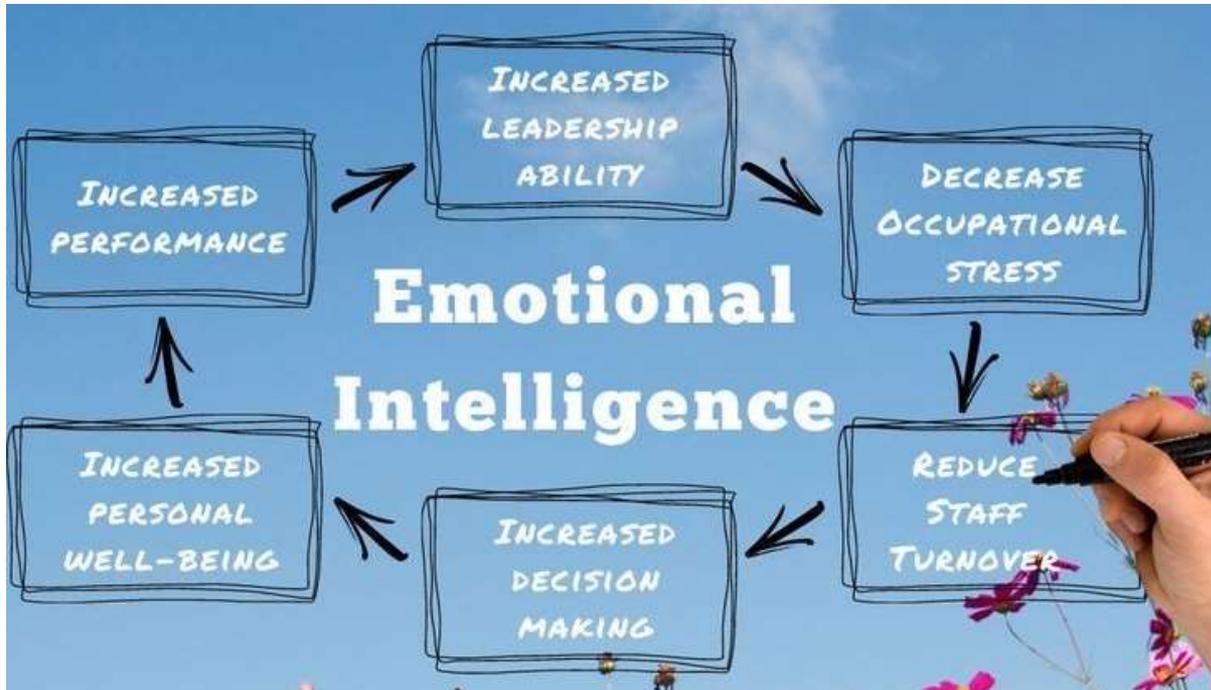


# MOTIVATION: “Can-Do” - At Which Step?



# Importance of EI

EI contributes to:



EI is increasingly valued in workplaces for **fostering a positive organizational culture and enhancing teamwork.**

# YOU as a Leader



# Leadership Styles

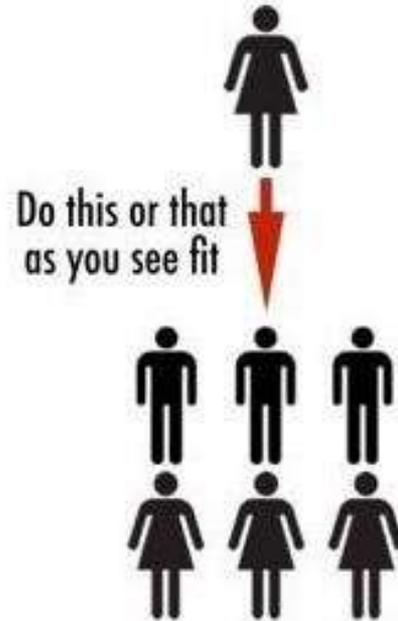


# Leadership Styles

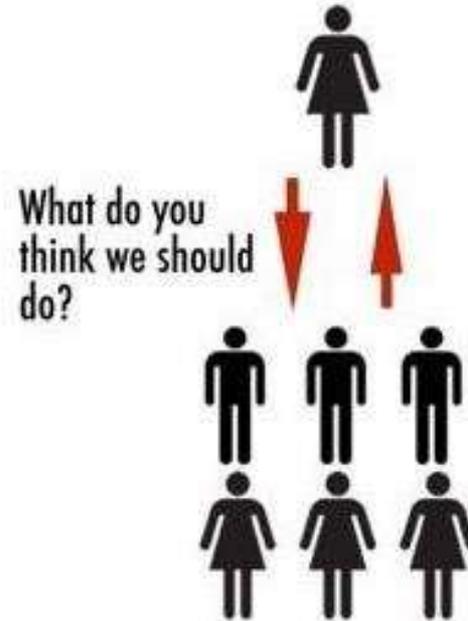
**Autocratic**



**Laissez-faire**



**Democratic**



# Leadership Styles

## *Intellectual Stimulation*

- *Innovation*
- *Creativity*
- *Goals*
- *Challenge*

## *Individualized Consideration*

- *Mentorship*
- *Empathy*
- *Purpose*
- *Strength & Skills*



## *Idealized Influence*

- *Role Model*
- *Walk the Walk*
- *Enthusiasm*
- *Embody Value*

## *Inspirational Motivation*

- *Clear Vision*
- *Optimism*
- *Inclusion*
- *Productivity*

# Leadership Styles



# Leadership Styles

## Situational Leadership Style

### Directing

In high risk and time-sensitive that don't permit independent decision making.

### Coaching

With skilled and experienced team members.

### Delegating

With talented employees who have a desire to grow and take on more responsibility.

### Supporting

With competent team members who have demonstrated independence.

# Module 2

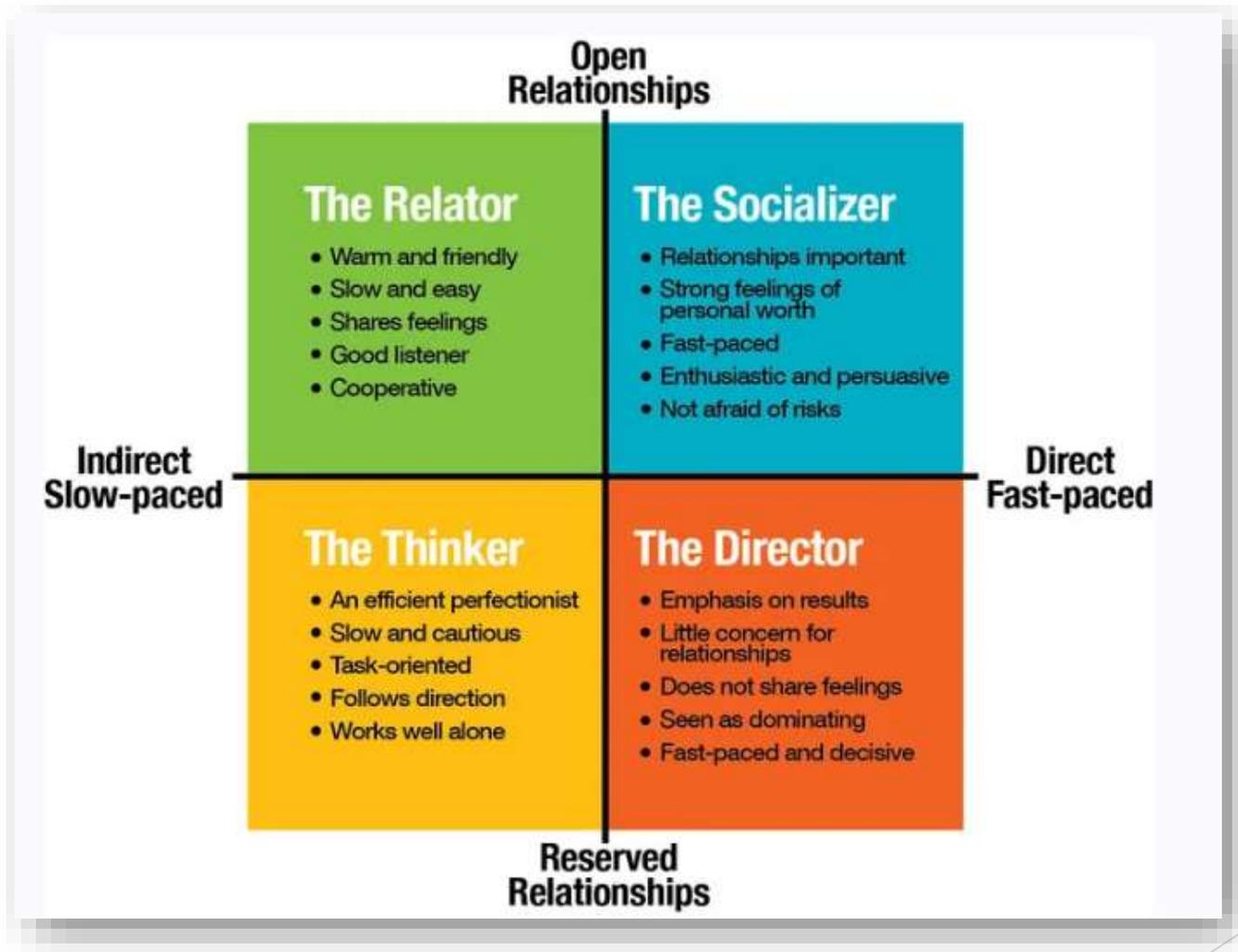
**Creating  
Positivity through  
YOUR  
Communication  
Styles**



# 5 Voices of Leadership



# Types of Communication Styles



# Stages of Communication Styles



# Communicating with Confidence



# Communicating as a Leader with Effective Emotional Intelligence Skills



**LEADERSHIP** is about **EMPATHY**.

It is about having the **ABILITY**  
to relate to and connect with people  
for the purpose of **INSPIRING** and  
empowering their **LIVES**.

Oprah Winfrey



THANK YOU 😊 Keep Shining ...