

EMOTIONAL INTELLIGENCE BEHAVIORS IN ACTION

Scenario	Low EQ Response	High EQ Response
1) Receiving critical feedback	<p>Reacts defensively, shifting blame. <i>“That’s not fair. My team didn’t deliver what I needed to succeed.”</i></p> <p>This dismissive attitude discourages open communication and growth.</p>	<p>Listens without interrupting, thanks the feedback-giver, and seeks clarity. <i>“Thank you for sharing that. I wasn’t aware of how my actions came across. Can you give me an example so I can address it better in the future?”</i></p> <p>This response models humility and a growth mindset, creating trust.</p>
2) Addressing a team member’s poor performance	<p>Focuses solely on the problem, using blame-heavy language. <i>“Your performance on this project was unacceptable. I don’t know if you’re cut out for this.”</i></p> <p>This approach demoralizes the person.</p>	<p>Acknowledges the issue but explores underlying causes. <i>“I’ve noticed some challenges with your recent project. Can we talk about what might be getting in the way? I want to make sure you have what you need to succeed.”</i></p> <p>This response opens a dialogue and reinforces support.</p>
3) Handling conflict between team members	<p>Avoids the issue or addresses it superficially. <i>“I don’t have time for this. Work it out yourselves.”</i></p> <p>This leaves tensions unresolved, harming team dynamics.</p>	<p>Acknowledges the conflict and checks in with the individuals involved, offering support without taking over. <i>“I noticed some tension earlier. Do you feel like you’re working through it, or would it help if we sat down as a team to talk about it?”</i></p> <p>This response shows awareness and provides an opportunity for resolution without undermining the team members’ autonomy.</p>



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4) Reacting to unexpected challenges	<p>Panics or lashes out, creating more stress. <i>“How did this happen? This is a disaster, and now everything’s ruined!”</i></p> <p>The team feels demoralized and unsupported.</p>	<p>Remains calm, assesses the situation, and focuses on solutions. <i>“This is an unexpected challenge, but let’s figure out what we can do to get back on track. What are our immediate priorities?”</i></p> <p>This response builds confidence in the leader and encourages problem-solving.</p>
5) Celebrating team wins	<p>Provides vague, generic praise. <i>“Good work, team. Let’s keep it up.”</i></p> <p>This fails to recognize individual contributions or inspire motivation; it can retract from motivation.</p>	<p>Gives specific, meaningful recognition. <i>“This project’s success was due to Alex’s creative approach to the proposal and Taylor’s ability to keep us on track. Your efforts made this possible—thank you!”</i></p> <p>This approach shows the leader values the team and its individuals.</p>
6) Responding to a stressed out team member	<p>Minimizes the stress and pushes the team member to move forward. <i>“Everyone’s stressed. You just need to deal with it and keep going.”</i></p> <p>This response alienates the employee.</p>	<p>Acknowledges the stress and offers support. <i>“I can tell this has been a tough week. Let’s prioritize what needs immediate attention and figure out what can wait. How can I support you?”</i></p> <p>This response fosters trust and shows the leader cares about well-being.</p>
7) Managing their own stress	<p>Lets emotions spill over, snapping at the team or withdrawing. For example, they might avoid meetings or lash out at minor mistakes.</p> <p>This creates an unpredictable and tense environment.</p>	<p>Recognizes their own stress and takes proactive steps to regulate emotions. <i>“I’m feeling overwhelmed right now, so I’m going to take 10 minutes to regroup. Let’s meet after that and discuss next steps.”</i></p> <p>This models healthy emotional management.</p>



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8) Navigating organizational change	Announces change abruptly, focusing only on logistics. <i>“This is the new direction. Make it work.”</i> This leaves employees feeling unsupported and uncertain.	Communicates the change with empathy and transparency. <i>“I know this change may feel unsettling, and it’s natural to have concerns. Let’s discuss what this means for the team and address your questions as we navigate this together.”</i> This approach reassures employees and builds buy-in.
9) Delivering negative feedback	Focuses on what the employee did wrong without suggesting improvement. <i>“This work is way below standard. You need to fix it.”</i> This approach demoralizes and leaves the employee without a clear path forward.	Delivers feedback constructively, focusing on growth. <i>“I noticed some areas where the work didn’t meet expectations. Let’s walk through them and discuss how we can improve next time.”</i> This fosters a culture of learning and development.
10) Responding to employee burnout	Ignores signs of burnout or dismisses them as part of the job. <i>“Everyone’s busy. You’re just going to have to push through it.”</i> This exacerbates disengagement and turnover.	Identifies burnout early and provides support. <i>“You’ve been putting in a lot of extra effort recently, and I want to make sure you’re not feeling overwhelmed. What can we adjust to help you manage your workload?”</i> This builds trust and shows care for employee well-being.
11) Handling disagreements in meetings	Gets defensive or shuts down differing opinions. <i>“We’re not going to spend time debating this. My decision is final.”</i> This discourages open dialogue and innovation.	Welcomes differing perspectives and facilitates healthy debate. <i>“I see we have different views on this. Let’s take a step back and hear everyone’s thoughts so we can find the best approach.”</i> This creates psychological safety and encourages collaboration.



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12) Communicating organizational priorities	<p>Communicates priorities without empathy or consideration for workload. <i>“This is the new focus. I need you to make it happen—no excuses.”</i></p> <p>This creates resentment and stress.</p>	<p>Balances priorities with team dynamics. <i>“I know this shift in priorities adds pressure. Let’s discuss how to adjust workloads and ensure everyone is set up for success.”</i></p> <p>This approach fosters alignment and engagement.</p>
13) Onboarding a new team member	<p>Provides minimal support or assumes the new hire will figure things out. <i>“Here’s your desk and your login. Let me know if you have questions.”</i></p> <p>This leaves the new hire feeling unsupported.</p>	<p>Ensures a welcoming and thorough onboarding experience. <i>“Welcome to the team! I’ve set up a meeting to go over key processes and introduce you to everyone. Let me know how I can help you get settled.”</i></p> <p>This creates a positive first impression and accelerates integration.</p>
14) Managing team inclusion	<p>Ignores cultural or individual differences, applying a one-size-fits-all approach. <i>“Everyone should just work the same way and get along.”</i></p> <p>This leads to misunderstandings and missed opportunities for inclusion.</p>	<p>Recognizes and values diversity, fostering an inclusive culture. <i>“I’d like to hear how your unique perspective could shape our approach. Let’s work together to ensure everyone feels valued and included.”</i></p> <p>This leverages diversity as a strength.</p>
15) Responding to a mistake	<p>Reacts harshly, blaming the individual. <i>“How could you let this happen? This is unacceptable!”</i></p> <p>This creates fear and discourages accountability.</p>	<p>Focuses on resolving the issue and learning from the mistake. <i>“Mistakes happen. Let’s figure out what went wrong and how we can prevent it next time.”</i></p> <p>This promotes a culture of growth and resilience.</p>