

Building Leadership Competency with Emotional, Social, and Cultural Intelligence

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Leadership Competency

**Competency =
Skills + Knowledge + Abilities**



Leadership with EQ, SQ, CQ

Use your professional and personal skills to learn about EQ, SQ, CQ.

Relate your EQ, SQ, CQ knowledge to real life situations.

Incorporate mindful, engaged, full brain thinking to hone your leadership abilities.



Leadership Competency

Apply your EQ, SQ, CQ skills, knowledge, and abilities to your own leadership competency.

Practice mindfulness and foster trust.

Mentor and empower others.



EQ, SQ, CQ

**EQ, SQ, CQ – Discovery,
Information, Tools, and
Application**



Leadership Competency

EQ, SQ, CQ – Our Experiences

- Our awareness of ourselves and others personally and professionally
- Our social activities
- Our family backgrounds
- Our work
- Our travels
- Our personal, social, and professional interactions, education, growth



Leadership with EQ, SQ, CQ

EQ, SQ, CQ – Information



Leadership with EQ, SQ, CQ

EQ, SQ, CQ – In a Nutshell

Emotional Intelligence (EQ-EI), Social Intelligence (SQ-SI), and Cultural Intelligence (EQ-CI), their Interface and Multilingualism

With EQ we grasp what makes us and others human.

With SQ we hone the capacity to understand relationships.

With CQ we distill universal behaviors, those specific to a group, and those neither specific nor universal.

Leadership with EQ, SQ, CQ

EI a.k.a. EQ

Self Awareness

Social Skills

Empathy

Self Regulation

Motivation



Leadership with EQ, SQ, CQ

Mindfulness and EQ

Improves Collaboration and Performance

Mindfulness &
emotional intelligence...

**Expands
Leadership
Capacity**



**Enhances
Well Being and
Resilience**



Leadership with EQ, SQ, CQ

Social Intelligence in the Workplace

Be helpful.

Be gracious.

Be kind.



Smile.

Think how you affect others.



Leadership with EQ, SQ, CQ

Social Intelligence



Be genuinely interested in people.



Leadership with EQ, SQ, CQ

Cultural Intelligence – CQ



**Knowing
Self**

**Knowing
Others**

**Leading
Together**



Leadership with EQ, SQ, CQ

Complexity of Cultural Difference – CQ

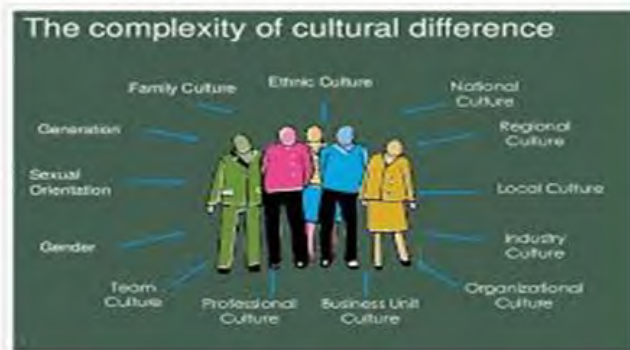
Ethnic
National
Regional
Local

Industry
Organization
Unit
Professional
Work Team

Gender
Sexual Orientation
Generation
Family

We can add...
Education
University
Sports
Spiritual
and

....
....



Leadership with EQ, SQ, CQ

Personalities by Nationalities – CQ

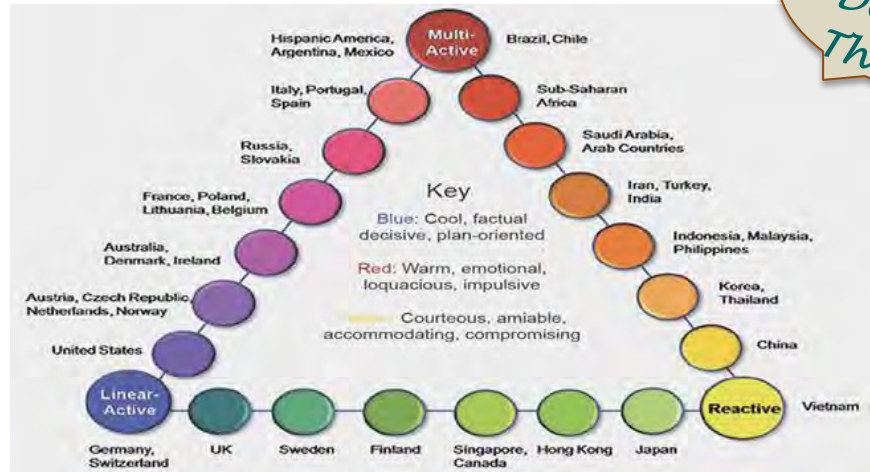
Key:

Blue: Cool factual,
decisive, plan oriented

Red: Warm, emotional,
loquacious,
impulsive

Yellow: Courteous,
amiable,
accommodating,
compromising

Red: Multi-Active



What
Do You
Think?

Blue:
Linear-Active

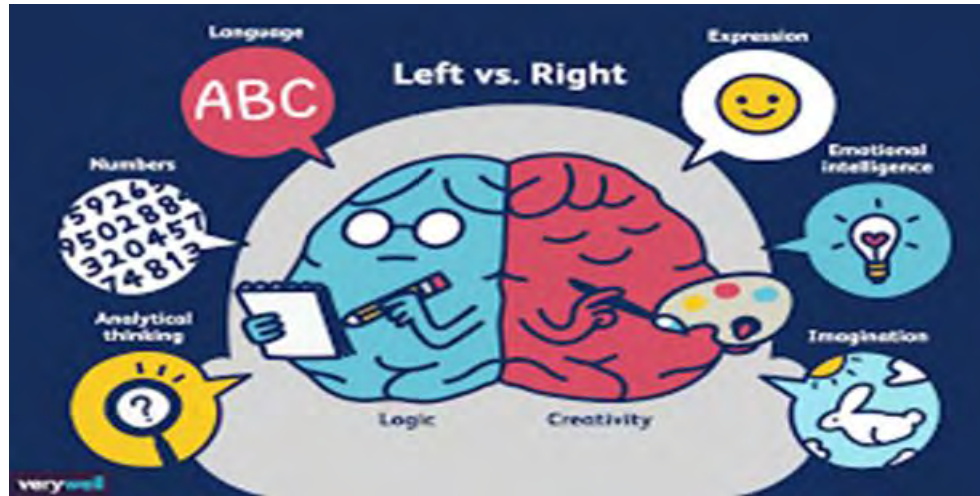
Yellow:
Reactive

Mindfully, we steer away from stereotypes.



Leadership with EQ, SQ, CQ

Left Brain – Right Brain Engaged Full Brain Thinking

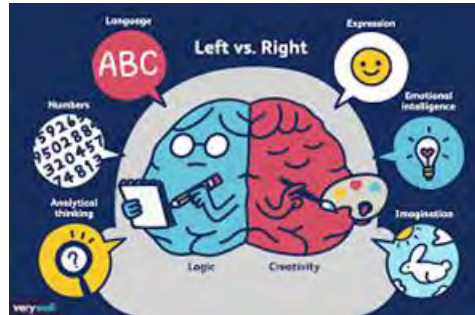


Leadership with EQ, SQ, CQ

Engaged Full Brain Thinking

Left Brain - Logic

- Language
- Numbers
- Analytical Thinking



Right Brain - Creativity

- Expression
- Emotional Intelligence
- Imagination



Building Leadership Skills

Engaged Full Brain Thinking Leadership

- What: Better Results
- Why: Competitive Advantage, Full Use of Talent
- How: Draw on Learned Solutions
- Who: Leaders and Managers



Building Leadership Skills

EQ, SQ, CQ – Tools



Building Leadership Skills

Competencies Score Card – 1 to 4

Competencies	Score
Positive Mood	
Team Identity	
Motivation	
Emotional Awareness	
Communication	
Stress Tolerance	
Conflict Resolution	
TOTAL	



On a 1 to 4 scale, with 4 as the best, how would you score?



Leadership with EQ, SQ, CQ

Build Your Own Score Card



Leadership Competency

EQ, SQ, CQ – Application



Leadership Competency

Traits of an Effective Leader

- Honesty and Integrity
- Inspires Others
- Commitment and Passion
- Good Communicator
- Decision-Making Capabilities
- Accountability
- Delegation and Empowerment
- Creativity and Innovation
- Transparency



Leadership Competency

As an Effective Leader He / She

- Creates a Trust Culture
- Mindfully Listens to Self and Others
- Shares Dreams and Enthusiasm
- Communicates Often
- Learns from Bad Decisions
- Takes Responsibility for Actions
- Is a Self Confident Mentor
- Recognizes Individual Strengths
- Shares Information Openly



Leadership Competency

Leaders Create Trust Culture for Clients & Staff

Our Clients

Priority for Our
Organization

Clients

Staff

Leadership

TRUST Culture

Our Clients

Priority for our
Staff

TRUST Culture



Satisfied Clients



Leadership Competency

Team Collaboration

Background: Two Hotel Projects in Two Countries – Public Private Partnerships, Design Build, Multi-story “boutique” hotels.

Scene: pre construction meeting in September, in each of country with multi-national teams
Design Build project – Phases Completed

1. Planning and Development with multi-national team – BIM – emails – web meetings – in person meetings three times.
2. Design Build bidding, programming, feasibility studies, schematic design, design development, contract documents, working drawings
3. Pre-construction – documents sent to potential contractors and vendors

Phases to be completed:

4. Procurement expected to begin soon after this meeting.
5. Construction

Note: Local government officials that give final approval not involved in schematic design.



Leadership Competency

Scenario – China

Change: Original public official involved in Beijing China, with an architectural background, in his thirties has been moved to another city. The meeting has been called by the new official not familiar with the project who is an engineer by training. He is in his sixties. He was raised in Taiwan. His family has lived in Taiwan near the Chinese maritime borders with Japan for many generations. Feng Shui matters to him. He examines carefully the building orientation, design, and the placement of the lion figures. A lion figure is the trademark of the Hotel Chain and lion statues will be prominent throughout. The atmosphere is cordial.

Note: Present building orientation follows a mix of Classical / Traditional Bagua Feng Shui and BTB Western Feng Shui standards. This mix is not pleasing to the new. Local project manager. In addition, lion statues are not located at the north end of building entrances. Their anticipated orientation on the foot bridges in the attached garden may need to be re-aligned.



Leadership Competency

Scenario – China – JV Team

- **Project Management U.S. , China, and Japan, with Local Government Oversight – Engineer**
- **Engineering – Local, and U.S.**
- **Architecture – Local, U.S., and Japan**
- **Planning – U.S. and Local**
- **Marketing of Hotel – U.S. and Local**
- **Cultural Liaison – Local, Japan, and U.S.**



Leadership Competency

Scenario – Morocco

Change: Original public official involved in Casablanca Morocco, an engineer in her thirties is on maternity leave. Her anticipated date of return is not determined. The colleague replacing her on the project, is an engineer of Berber origin. He is in his fifties. He has been raised in a traditional household. He has moved to Casablanca for the project. The meeting date precedes by two days, Llaïd Kbir, a very important religious holiday. The atmosphere is friendly.

Note: present building orientation may obstruct the view of a prominent mosque for some residents. The symbol of Copenhagen's Little Mermaid on the exterior and in the interior of the hotel as well as in the attached small garden may not be acceptable. Also upon examination the main floor and meeting space restrooms as well as individual bathrooms in the guest suites have a flaw.



Leadership Competency

Scenario – Morocco – JV Team

- Project Management U.S. , Morocco, Denmark, and France with Local Government Oversight – Engineer
- Engineering – Local, U.S., Denmark, and France
- Architecture – Local, U.S., and Denmark
- Planning – U.S. and Local
- Marketing of Hotel – U.S., France, and Local
- Cultural Liaison – Local, U.S., and France



Leadership Competency

Team Collaboration – Hotel Project – China

Strengths

- _____
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Challenges

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How Resolved

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Leadership Competency

Team Collaboration – Hotel Project – Morocco

Strengths

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Challenges

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How Resolved

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Leadership Competency

Application of Competencies

How were these competencies applied in your collaboration?

- Self Awareness
- Self Management
- Social Awareness
- Relationship Management



Leadership Competency

Mindfully Engaging Full Brain Thinking

Applying the interface between mindfulness and EQ



Emotional Intelligence and Mindfulness



Leadership Competency

Interface of EQ, SQ, CQ and Multilingualism

You are multi-lingual. Which languages did you navigate in during the collaboration – engineer, manager, local official, JV partner?



Multilingualism Enhances Brain Health
and Global Competency



Building Leadership Competency through EQ, SQ, CQ

Q&A AND FEEDBACK



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Book: *Puliziotta's Organizational Health and Fitness – Lessons Learned and Strategies for Zapping the DYSfunctional Virus – 2019*

<https://www.amazon.com/dp/1533234701>

