

A hand in a dark suit with white cuffs holds a white baton, pointing it towards the text. The background is a dark grey with a pattern of small, light grey squares.

Behavioural Leadership.
Humanised.

EMOTIONAL
AGILITY

The Keywords



WHAT is EMOTIONAL AGILITY?

Emotional agility refers to approaching one's inner experiences mindfully and productively and can have a profound impact on how leaders perform and how they treat others in the workplace. Emotional agility closely aligns with a more common term, emotional intelligence - yet the two concepts are not identical. Like emotional intelligence, emotional agility requires one to be in tune with their own emotions, but it doesn't place emphasis on suppressing or controlling them. If you have emotional agility you are sure to be emotionally intelligent, yet the opposite is not true.

Becoming emotionally agile will make you a better leader—while remaining emotionally rigid can compromise your ability to lead effectively and make the best decisions for your team.

WHY is it important?

World-class leadership requires a high level of agility; this includes emotional agility. One of the most important characteristics of agile leaders is their ability to build and foster productive connections within the workplace. They must find ways to inspire others and cultivate a collaborative environment. This ability to connect is often rooted in a sense of self-awareness that allows agile leaders to act with consistency and integrity.

Incorporating emotional agility into leadership development can help organisations build agile leaders who have the skills necessary to manage their own emotions while also empathising and connecting with others. Emotionally agile leaders are far more likely to demonstrate resilience in the face of adversity or setbacks. They can help their teams to build confidence, create a sense of purpose, and provide the needed support. Resilient teams headed by emotionally agile leaders are much more adaptable to changing circumstances and demonstrate flexible thinking in the face of unexpected challenges.

Solution Description

HOW do we build an **EMOTIONALLY AGILE** workforce?

Changing leadership mind-sets and behaviours requires effort. Leaders in established companies typically have achieved their position based on their expertise and skills. It's common for them to sit on a pyramid-style hierarchy. At the top, leaders are accustomed to making decisions to be carried out by those below them. As they manage from above, the other layers typically play it safe. Fearing failure, these organisational layers resist innovative ideas and new perspectives.

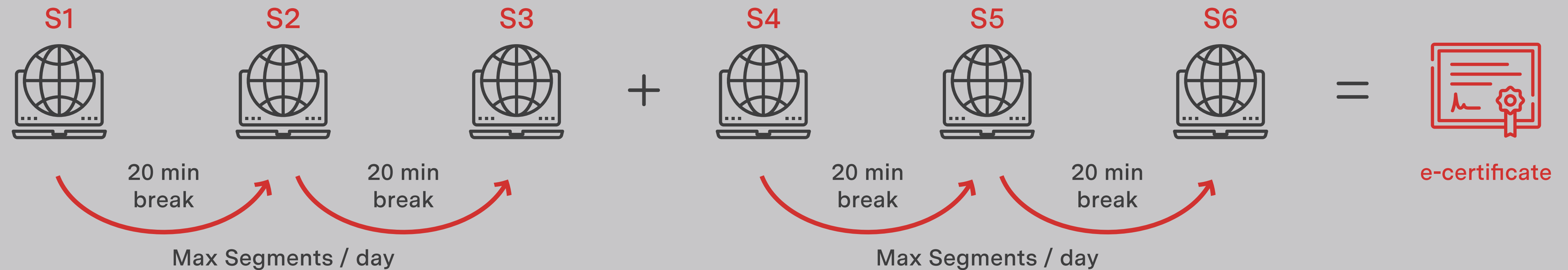
Adopting an emotionally agile leadership style requires a programme that builds awareness among both leaders and teams that the organisational culture is changing. It's important to seek buy-in from both leaders and teams that they not only agree to adopt an emotionally agile approach, but they will also engage in discussions to understand why they are moving to this approach and the challenges they will confront.

Organisations will need to bring in experienced consultants to guide the transition. A leader going through this process can benefit from an outside perspective to help him envision what he will need to do. The transition to an emotionally agile culture takes time and affects all aspects of the organisation.

The next element involves learning about emotionally agile methodologies and a leader's role in supporting the teams implementing them. Again, the differences between traditional and emotionally agile ways of working are vivid. Emotionally agile teams require strong backing from executive sponsors who make it possible to recruit people from across the organisation as needed, ensuring they have the right people as well as the right tools, and a working environment that will allow them to deliver the organisation's needs.

How We Do It?

Duration and Schedule - a total of 6-12 Interactive Digital Segments of 90 min each



Learning Process



Macro Learning Intervention Options

1:1 &/Or Group Coaching

Self Driven Intense Reading

Social Learning
(Digital Passports and
Learning Partner Agreements)

Digital Practicum-
Assignments – ALP's



Micro Learning Intervention Options

LMS – Mobile App. Access to
Micro Content

Videos – Audio Learning Shots

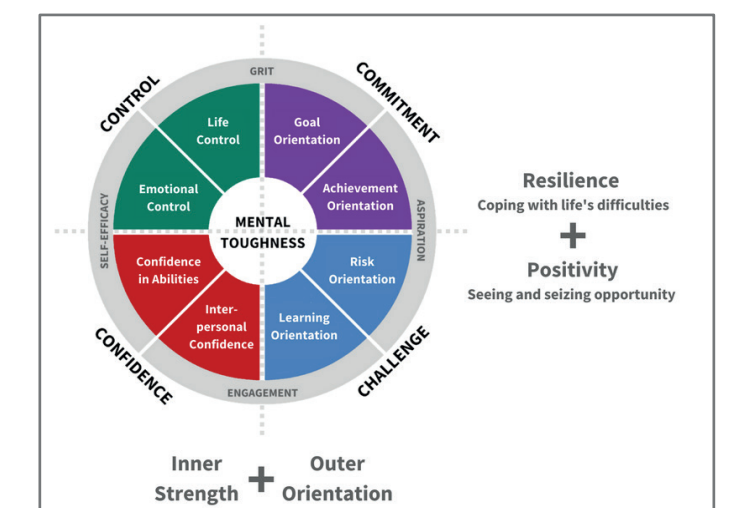
Gamification and A.I.
Based Learning

Articles, Tips, Do's / Don'ts
Digital Cards



Recommended Assessment

AQR Mental Toughness
Assessment



Module 1: What Is Emotional Agility? Why Emotional Agility is Crucial Today

The key challenges of businesses today. Why do we need to be emotionally agile?

Behavioural challenges you may face in reaching the organisation's performance targets.

How emotionally agile delegates respond to these challenges?

What is emotional agility and how emotional agility differs from emotional intelligence. The emotional agility model and approach.

Module 2: Emotional Agility is About Awareness

Increasing self-awareness by understanding personal preferences.

Increasing social awareness by understanding how preferences shape feelings and behaviours of oneself and others.

Being able to embrace the need for change. The importance of being emotionally agile in changing times.

Beginning change with yourself and then with your sphere of Influence.

Demonstrating behaviours of the positive change ambassador.



For Delegates

This programme is designed for front-line delegates and professional staff / supervisors. Throughout this programme, they will be introduced to the principle and model of emotional agility. They will also be experiencing and learning how to demonstrate the behaviours required to be an emotionally agile team member.

Participants will appreciate the positive impact of emotional agility on achieving organisational objectives as well as personal goals. They will learn to increase self-awareness, social awareness and take control of their emotions and impulses, thus avoiding impulsive decisions. Participants will also be practicing and building the skills which enable them to demonstrate the below behaviours:

- Increasing awareness by understanding thinking preferences and how it shapes personal as well as others' feelings and behaviors.
- Learning to appreciate diversity and respect the value of each team member thus establishing and maintaining healthy relationships.
- Learning to embrace change for the sake of achieving organisational objectives.
- Thinking rapidly and creatively under stress and quickly adapting to uncertain or changing situations.
- Learning to set attainable goals, manage self and influence others.
- Making mindful decisions in a fast-paced business environment while being accountable for the outcomes.

Module 3: Emotional Agility is About Self- Management

Setting goals and aligning personal goals with organisational goals.

How emotional agility impacts your priorities.

Managing resources (internal and external) to enhance team collaboration.

Managing time to increase daily productivity.

Focusing your energy on outcomes not events.

Module 4: Emotional Agility is About Being an Emotionally Balanced Team Member

Contexts of emotionally agile teams.

Understand the stages an emotionally balanced team passes through.

Roles and responsibilities of emotionally agile delegates in enhancing collaboration and performance.

Emotional agility and dealing with conflict within your teams.

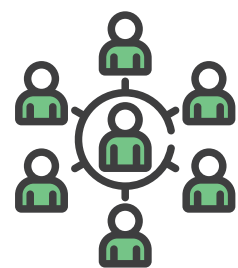
Module 5: Emotional Agility is About Increasing Productivity

Understanding the impact of personal preferences on the way you are making decisions.

Being able to make mindful decisions and avoiding impulsive judgements.

Establishing and managing healthy and productive business relationships.

Influencing your stakeholders to achieve your goals and enhance productivity.



For Managers

This programme targets managers regardless of their functional background or level (line, middle or senior managers). Participants will benefit from developing the emotionally agile behaviours that should be demonstrated by themselves as leaders such as self-awareness, emotional stability, confidence, self-regulation, and mindful decision making.

Managers will support others to develop their emotional agility by using coaching techniques. They will learn to be creative problem solvers and decision makers who are able to balance between emotions and logic in addition to developing the below behaviours in themselves and their teams:

- Understanding the importance of being emotionally agile during changing times and developing an emotionally agile culture.
- Learning to embrace change and control emotions for the sake of achieving sustainable organisational results.
- Enhancing trust and collaboration within the team by adapting an emotionally agile leadership style.
- Making mindful decisions and avoiding impulsive judgements.
- Building their influencing skills by establishing and managing healthy relationships with various stakeholders to achieve results.
- Identifying opportunities for growth, being an accomplisher and develop results from change.

Module 1: What is Emotional Agility? How to become an Emotionally Agile Leader in Today's Business World

The key challenges of businesses today.

What is emotional agility?

Why leaders need to be emotionally agile?

How emotionally agile leaders respond to challenges?

Characteristics of emotionally agile leaders.

Module 2: Emotional Agility is About Awareness

Increasing self awareness by understanding personal preferences.

Increasing social awareness by understanding how preferences shape feelings and behaviours of oneself & others.

Understanding how emotional agility impacts your priorities.

Understanding how emotional agility impacts problem solving and decision making.

Module 3: Emotional Agility is About Managing Change

The importance of being emotionally agile during changing times.

Recognising your change preferences.

Understanding how preferences impact yours and others' response to change.

Demonstrating behaviours of the positive change ambassador with your team.

Module 4: The Emotionally Agile Leader

Understanding the team stages and the emotions involved in each stage.

Helping your team to understand their emotional behaviour and its impact on the business.

Emotional agility and dealing with team conflict.

Supporting your team to develop emotional agility through coaching.

Enhancing communication and trust using an emotionally agile leadership style.

Module 5: Emotional Agility is About Achieving Results in a Mindful Way

Being able to focus on outcomes rather than events.

Learning the process of making mindful decisions and avoiding impulsive ones.

Balancing logic and emotions to generate creative solutions and overcome challenges.

Managing productive relationships with your stakeholders to achieve sustainable business results.

Module 1: What is Emotional Agility? How to become an Emotionally Agile Executive

Why is emotional agility important for effective leadership?

What are the skills and behaviours of an emotionally agile leader?

How leaders respond to challenges in an emotionally agile way?

Creating an emotionally resonant and inspiring vision.

Nurturing an organisational culture with the balance between mental and emotional agility.

Module 2: Emotional Agility is About Awareness and Cognitive Adaptability

Increasing awareness by understanding how personal preferences shape thoughts, and emotions.

Understanding how emotional agility impacts your priorities.

Understanding how emotional agility impacts the thought process and decision making.

Dealing with pressure and thinking creatively under stress.

Module 3: Emotional Agility is About Anticipating and Managing Change

Characteristics of the new changing business world.

Embracing change and being cognitively prepared for complexities.

Being creative in overcoming challenges and resistance to change.

Anticipating and quickly adapting to uncertain or changing business situations.

Managing change by cultivating a supportive emotionally agile organisational culture.

Module 4: Leading an Emotionally Agile Organisation

Influencing and inspiring with emotional agility.

Incorporating emotional agility in leadership development.

Labelling thoughts and emotions rather than people and situations.

Using emotional agility to build decision networks and navigate corporate politics.

Managing group emotions during conflict and change.

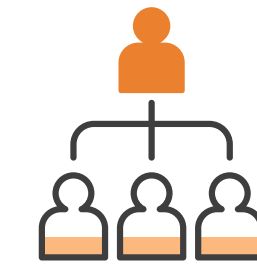
Module 5: Emotional Agility is Mindful Productivity

Spot opportunities which enhance organisational performance and impact results.

Demonstrating innovative thinking in order to overcome challenges and optimise opportunities.

Understanding the framework for making mindful decisions in a complex environment.

Exhibit compassion while influencing and managing the interests of your various stakeholders.



For Executives

This programme is designed for leaders and senior executives of the organisation and is designed to focus on their role in developing and nurturing an emotionally agile organisational culture.

Executives will go through an exclusive learning experience which will support them in shaping the behaviours of emotional agility such as increasing awareness, managing healthy relationships with stakeholders, inspiring and influencing others and incorporating emotional agility into leadership development. Executives will be able to respond to challenges and uncertain situations with mindful and creative decision making. They will also experience, practice and build skills to help them develop these behaviours in themselves and their organisation as follows:

- Understanding the characteristics of the new changing business world and the need for emotional agility.
- Being creative in overcoming challenges and being prepared for the complexities of the new business world by becoming an emotionally agile executive.
- Cultivating an emotionally agile organisation by embracing emotions and creating a more balanced ecosystem.
- Fostering productive connections within the workplace and inspiring others to cultivate a collaborative environment.
- Enhancing organisational results by understanding the framework for mindful and emotionally balanced decision making.

References

Emotional Agility



United Kingdom • France
Belgium • Cyprus
Saudi Arabia • United Arab Emirates



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