

European Multiplier Event
#ErasmusDays2023

FROM HUMAN CAPITAL TO SKILL FORTUNE

NEW RELATIONAL MODELS BETWEEN THE PUBLIC AND PRIVATE SECTOR

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Erasmus+ Project n°: 2021-2-IT02-KA210-ADU-000049167
«Laila - Innovative Leadership in Adult Education»

EMOTIONAL INTELLIGENCE AND LEADERSHIP

Train and support managers and people with responsibilities,
both public and private, to meet the new post-pandemic
challenges in personnel and human resource management

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Intelligence, emotions, relationships
represent the real critical factor of
economic and social progress

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- Compared with IQ and experience, emotional competence matters twice as much

- This is true for all job categories and in all types of organizations

- 67% (i.e., two out of three) of the skills considered essential for effective performance are emotional in nature

Listening, understanding, and the ability to motivate colleagues can affect job effectiveness by up to 31%

V. Gennaro, D. Di Ciaccio, *La Scienza delle Organizzazioni Positive*, Milano, Franco Angeli, 2018

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1. Growing complexity of work
2. Quality and safety problems resulting from socio-technical communication failures (downward and upward), not technological failures
3. Generational changes

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A new approach to leadership

- Is based on personal and non-transactional role relationships
- Considers group dynamics intimately connected with leadership

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- It's always a relationship, a relational activity
 - It's something more than a role
- It does not involve a set of individual gifts or talents
 - It involves soft activities
- It occurs at every level, in every team or workgroup, in closed or open networks, in widespread or shared units and locations
 - It crosses any cultural boundary

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Managerial culture evolution from level 1 («Role») to level 2 («Personalisation»)

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Exercises

Self-evaluation grids for skills

Experiential activities

Home reading material

Homework

Learning by experience

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EI can be enhanced throughout life

It increases in proportion to:

- Awareness of one's state of mind
- Containment of "destructive" emotions that cause suffering
- Greater refinement of empathic awareness
- Development of active listening and generative communication skills

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THANK YOU

Presentation by: Prof. Dr. Luisa Perotti, IUSVE

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