EMOTIONAL INTELLIGENCE IN A FAMILY BUSINESS
Close your eyes and listen…

What “tune” do you hear?
Is this the Tune in Your Workplace?
Or Is It Like This One?
Or How About This One?
Ask Yourself…

- What tune do you hear in your family business?
- Is it the right one?
- Does it resonate with the vision/mission of the company?
Family Businesses are Unique

- Strengths
- Limitations
- Opportunities
Emotion in the Family Business

- Is it there?
- Should it be there?
- What to do with it?
What is Emotional Intelligence?

The ability to know one’s emotional state, manage it, know the emotional climate in the room, and be able to manage relationships.
Why Bother with EI?

- At higher levels of leadership, 2/3 of business success is directly related to mastery of EI.
- In top leadership positions, that number increases to 4/5.
- Partners who scored high on EI competencies delivered 139% more profit than others.
- Insurance agents high in EI competencies sold 112% more in revenue than their peers.
Four Components of EI

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

“I’m an arrogant jerk, but in a good way.”
“Come in Frank. I’ve been eager to communicate downward to you.”
Social-Awareness
“This is bad work, Junior! Bad! Bad! Bad! Bad! Bad!”
"I know exactly how you feel."
Empathy is the foundation of all meaningful relationships.
Emotional Intelligence: Critical in the Family Business

Remember...

- Know yourself emotionally – Self Awareness
- Effectively regulate your expression of emotion – Self Management
- Accurately read the emotions of your team – Social Awareness
- Thoughtfully communicate using both words and behavior – Relationship Management
What Can I Do With This?

- Set aside 30 minutes
  - Take the Empathy Quiz
  - What does your score tell you?
  - Are there changes you want to make?
- Set aside 30 minutes on a once weekly basis
  - Use this time for self-reflection
- Ask for feedback
  - Leaders do not get authentic feedback unless they actively seek it – Ask again, and again, and again, and again…
Thank You!