



# LEADING WITH HEART:

Emotional Intelligence for  
Impactful Leadership

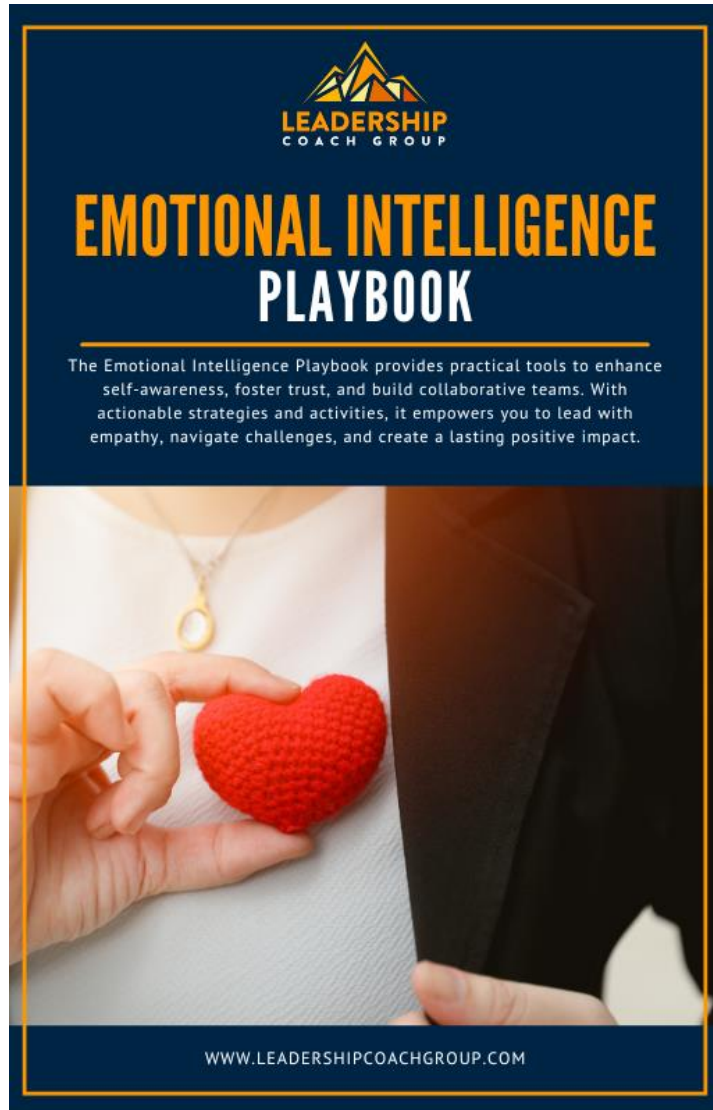
February 7, 2025 | 12 PM EST



## | What is LCG Open Coaching?

- **Rotating Hosts & Themes:** Every month (1<sup>st</sup> Friday at Noon EST) features expert coaches discussing topics aligned with leadership excellence and the core values of the Leadership Coach Group.
- **Actionable Insights:** Leave every session with fresh perspectives and a deeper understanding of your leadership journey.
- **Step-by-step “Playbook:”** Receive a practical guide filled with reflective prompts, actionable steps, and strategies.
- **Live Open Coaching:** Each session invites volunteers from the audience to share real questions and challenges, creating a personalized and dynamic learning environment.

# PLAYBOOK



- ✓ **5 Emotional Intelligence Strategies for Leaders**
  1. *Influencing the Emotional Aftertaste of Your Interactions*
  2. The 2 by 2 Rule for Inclusion
  3. *Gateway vs. Barricading Questions*
  4. Employing Perspective-Getting
  5. Shifting Phrases to Manage Emotional Triggers
- ✓ **Practical Tools and Techniques**
- ✓ **Engaging Reflection Questions**
- ✓ **Hands-On Activities to Apply these Strategies**

# | Our Services



## One-on-One Coaching

What does your style of top-notch leadership look like? We're here to unlock your unique potential, refresh your self-awareness, and create plans to make your goals into realities.

Confidential, experienced, and supportive, our coaches will guide you through leadership challenges while freeing you to fulfill your potential.

Level up with us!



## Team Effectiveness

Galvanize your team and equip them to achieve their goals with our team coaching, team psychological safety assessments, and inspirational speaking.

These services target powerful points for growth and will send your team into the future with greater confidence, skill, and cohesion. Learn more about our transformational sessions today.



## Leader Assessments

Using the industry's leading diagnostic tools, we provide essential insights and individually empower leaders to thrive. Our array of assessments includes High 5 Strengths Finders Test, DISC, the Myers-Briggs Type Indicator®, the Enneagram of Personality, and 360-degree leadership assessments. Explore your potential with us today.

# | Our Coaches Have Served Leaders at\*:



ORACLE®

 **Dropbox**

 Microsoft

 **SAP**

*webflow*

 **Hinge Health**

SWISSnex 

 salesforce

NEXtera  
ENERGY 

 **facebook.**

**SONY**

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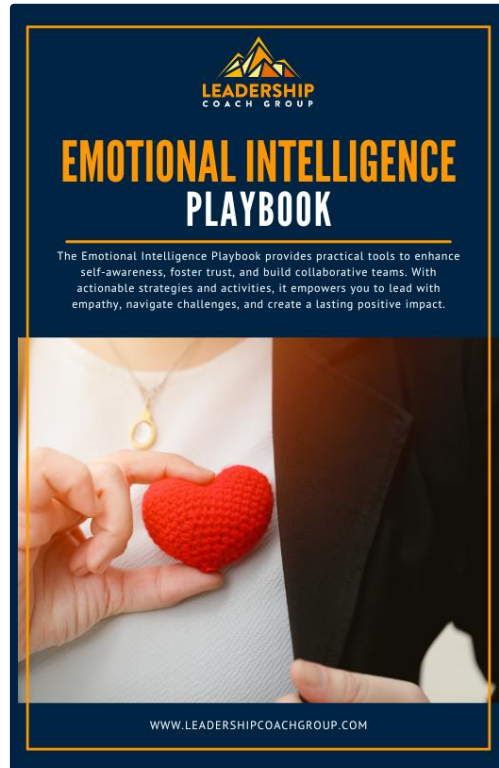
UCSF Health

**FICO**

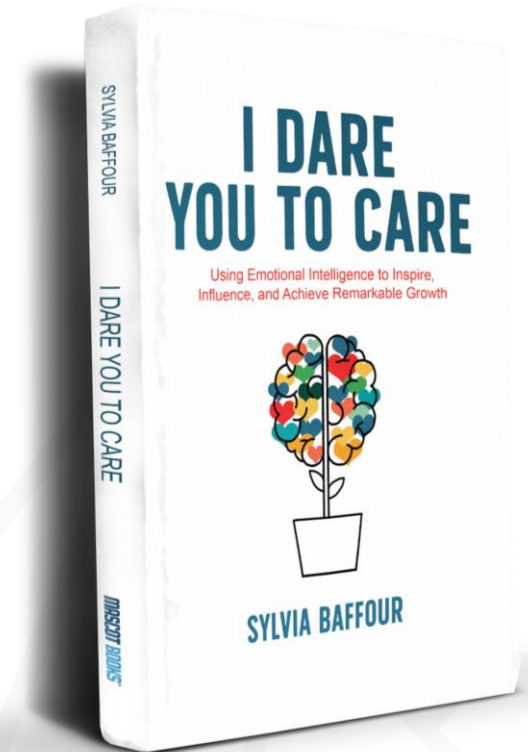
 TURO

\*The company logos represent the companies our coaching clients were employed by during the time of their coaching by members of the Leadership Coach Group. Some of these clients paid privately for their coaching, others' coaching programs were sponsored by their companies. It is a partial list of clients and affiliates our coaches have worked with over the duration of their careers.

# Follow Up Email



*Sylvia Baffour*  
Emotional Intelligence Coach  
Speaker





*Sylvia Baffour*  
Emotional Intelligence Coach  
Speaker

Profile link

[www.leadershipcoachgroup.com/sylvia-baffour](http://www.leadershipcoachgroup.com/sylvia-baffour)

## | Sylvia Baffour

- An emotional intelligence coach, author, and speaker, recently ranked among HubSpot's Top 15 Female Motivational Speakers alongside Oprah Winfrey and Mel Robbins.
- Helps individuals improve their public speaking skills to elevate their confidence and effectiveness.
- Over 18 years of experience working with organizations like Whirlpool, Capital One, The World Bank, and the U.S. Department of Defense.
- A global perspective from living in multiple countries, allowing for deep connections with diverse clients.



**Let's get present!**



**58% of  
what sets  
you apart in  
your  
leadership  
comes down  
to your EI.**



# Emotional Intelligence

**YOUR  
SELF-AWARENESS**

**YOUR EMOTIONAL  
REGULATION**

**YOUR IMPACT**

# EMOTIONAL INTELLIGENCE IS NOT

AVOIDING CONFLICT

A WAY TO MANIPULATE

JUST BEING NICE

A 'SOFT' SKILL

# | DARE TO CARE™ EI STRATEGIES

Influence Others

**1. EMBRACE EMPATHIC COMMUNICATION**

Create Belonging

**2. LEVERAGE THE 2 BY 2 RULE**

Navigate Uncertainty

**3. ASK MORE 'GATEWAY' QUESTIONS**

Connect Empathically

**4. EMPLOY PERSPECTIVE-GETTING**

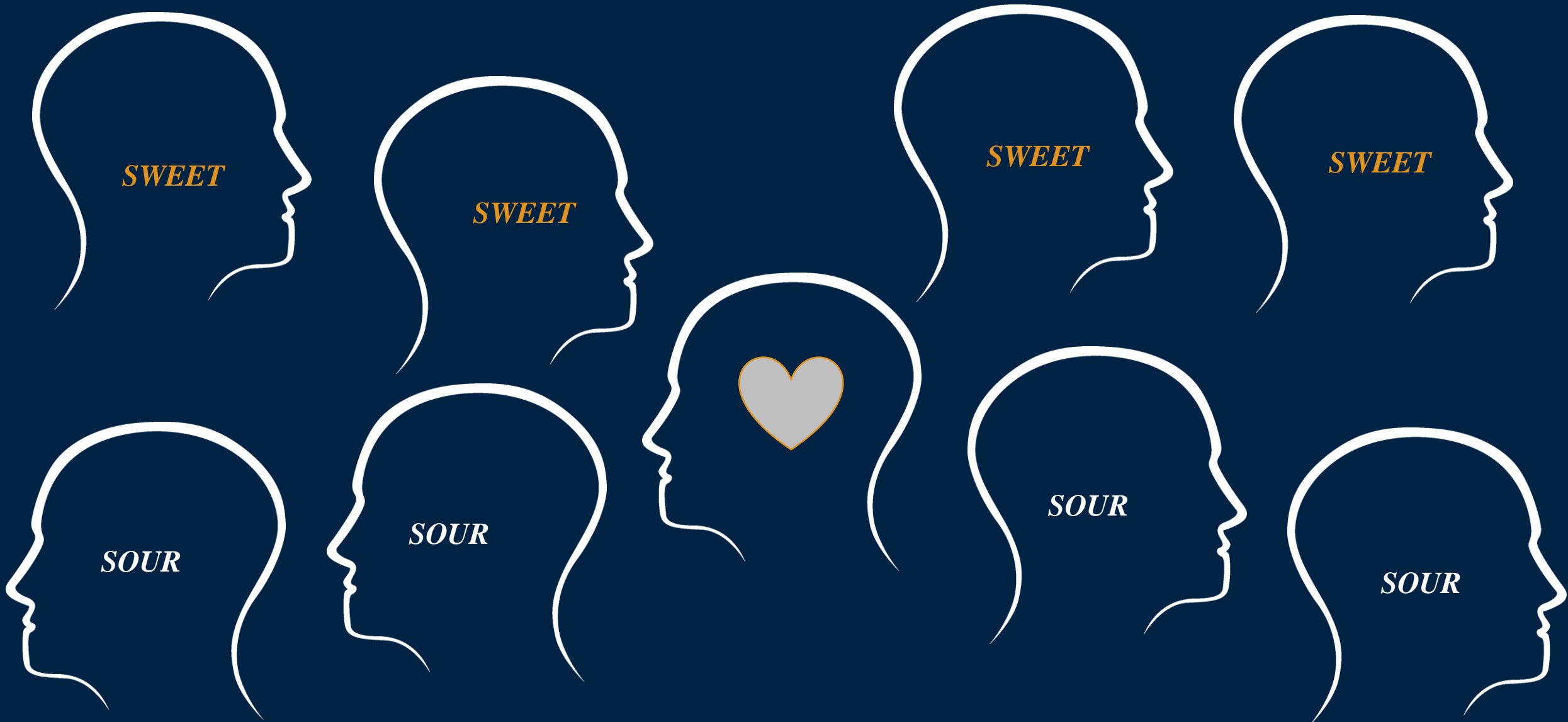
Manage Your  
Emotions

**5. ADOPT SHIFTING PHRASES**

# INFLUENCE



# INFLUENCE THE EMOTIONAL AFTERTASTE





**FOCUS ON WHAT YOU WANT THEM TO FEEL**



**EMBRACE EMPATHIC COMMUNICATION**



# NAVIGATE CHALLENGES WITH GATEWAY QUESTIONS

## BARRICADING QUESTIONS

- Typically begin with Why
- Disempowering
- Focuses you on the uncontrollable

## GATEWAY QUESTIONS

- Begin with How or What
- Self-Empowering
- Forward Thinking & Solution Oriented

## BARRICADING QUESTIONS

Why don't people speak up in meetings?

## GATEWAY QUESTIONS

How can I make meetings more inviting for everyone to contribute?

## BARRICADING QUESTIONS

Why are we changing things?

## GATEWAY QUESTIONS

How can this change make us more adaptable and better prepared for the future?

## BARRICADING QUESTIONS

Why is change always such a struggle with my team?

## GATEWAY QUESTIONS

What can I do to help my team navigate change with confidence?



# Be Part of Open Coaching!

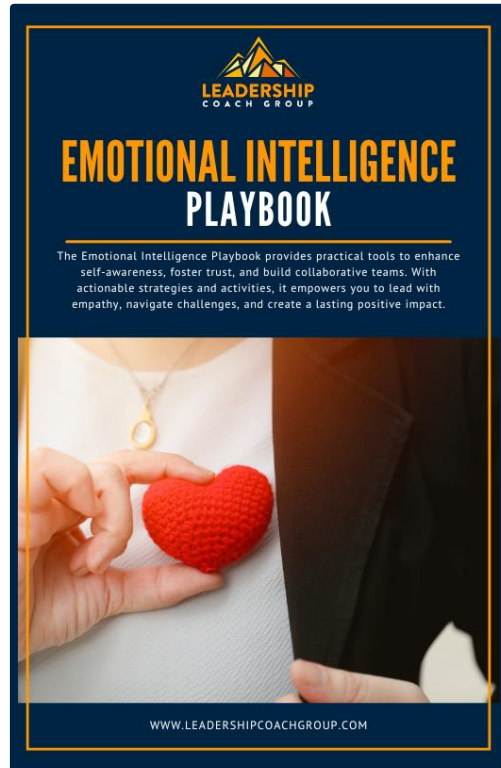
## VOLUNTEER REQUIREMENTS:

- Have an important conversation coming up that is most likely to have emotional resonance.
- Open to engage in a meaningful coaching conversation.
- Ready to turn on their camera and microphone.
- Consent to being recorded.
- Currently using a desktop computer or a laptop.

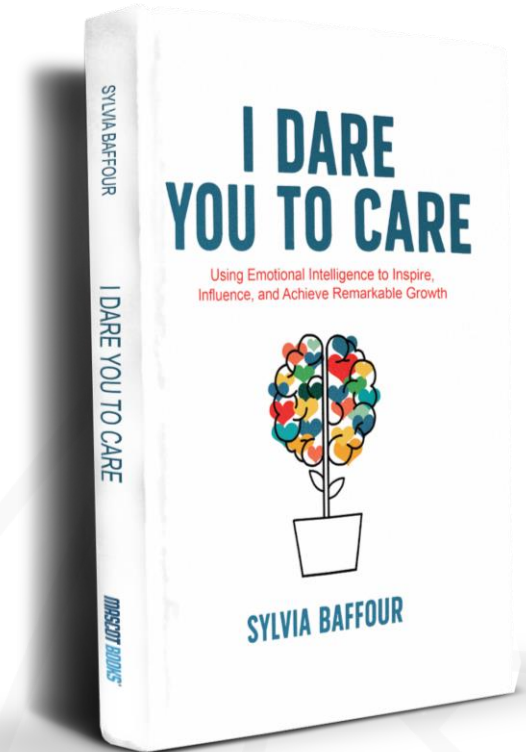
## WANT TO VOLUNTEER?

Raise your hand in the webinar or type in “I volunteer” in chat!

# Follow Up Email



*Sylvia Baffour*  
Emotional Intelligence Coach  
Speaker





**We Welcome Your Feedback**



# Coming Up Next for LCG Open Coaching

## Personal Branding

It is the process of defining and promoting **what you stand for** as an individual.

 **Date:** March 7, 2025

 **Time:** 12 PM EST

Stay tuned for updates and details on this exciting session. Make sure to mark your calendars!







# We are Here for You!

## Contact Us

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