

Leading and Learning, Inc. is an **organizational management consulting firm**. We are a firm of 35 professionals who work with CEOs, leaders on issues of organizational change, leadership development, and personal, professional effectiveness. Our experts in the fields of business, education and health care work with leaders in a wide array of corporations and organizations – **banking, manufacturing, utilities, hospitality/ entertainment, hospitals/health systems, technology/aerospace, service industry, government.**

For Local LA, SD, Riverside, Palm Springs Companies – Be sure to send your managers to our February **EmlIntel™** event at Bear Creek Country Club, Murrieta. The event is sponsored by the Murrieta Chamber of Commerce, Bear Creek Country Club, and The Garrett Group. **Call** the Murrieta Chamber for more information: 951/677-7916.

Did You Know that many boards are now conducting formal evaluations . . . of **themselves** ? ***Our board clients use the services of Leading and Learning, Inc. to provide feedback on critical areas such as understanding of issues, attendance at meetings, and participation to better understand their processes for the future.***
www.leadingandlearninginc.com

January, 2007 – Happy New Year to All of Our Clients and Interested Readers!

“Getting Steamed by the Small Stuff – Managing Emotional Intelligence”

Peak job performers require strong technical skills, as well as strong emotional skills – that is, emotional intelligence. The managers in your organization have achieved their posts by mastering their business intelligence. They are smart, knowledgeable, and technically superior. But as we frequently see in our practice, that is not enough for the leadership role – the careers of smart and talented managers are often derailed despite their high IQs and business knowledge.

Serving in a management role requires mastery of the complex interpersonal skills required for constructive influence. Consequently, managers must know how to *manage themselves* in the midst of high stress levels that come with the job. Most managers, new to their roles, discover that they must learn the personal and interpersonal skills not acquired earlier, while focusing on building business skills. High level executives freely admit that their success depends more on people savvy, than on business savvy. They also want to avoid being “just adequate” at these skills, because leadership skills establish limits on corporate success.

Abundant research studies have demonstrated the performance edge that Emotional Intelligence, or, what we call the manager’s EmlIntel™ abilities, provides over technical skills, alone. We’d like to share that information with you and your managers.