4 QUESTIONS CALM LEADERS ASK
EMOTIONAL INTELLIGENCE UNDER PRESSURE

PROfound Leadership

Self-Awareness	Self-Management	Social awareness	Relationship Management
What am I feeling right now?	**How do I choose to respond?**	**What might be happening for them?**	**What's the best outcome for both of us?**
			
Name it to tame it!	**I have a choice in how I respond.**	**People do things for a reason.**	**Aim for win/win solutions**
Be aware of your emotions and their impact.	Regulate your emotions and choose wisely.	Show empathy and seek to understand.	Build trust, connection and collaboration.

Calm is a choice - Clarity is power - Connection is the outcome