

Emotional intelligence for leaders

Reading the room, managing reactions, and leading with consistency under pressure

Emotional intelligence creates an environment where people think clearly, solve problems faster, and make fewer mistakes. But it also prevents the expensive stuff that lands on HR's desk: conflict that escalates into a formal complaint, a reactive manager who creates a grievance that didn't need to happen, burnout that turns into an unplanned leave or a resignation nobody saw coming. It saves you time through clearer communication and less rework. It saves you money, because people stay for a good manager even when someone else offers more. Employees are people first, life outside of work doesn't stop just because they're on the clock, and a manager who helps them regulate and reset shows up directly in output, not just in how the workplace feels.

1 Build self-awareness

Recognize your own triggers and default reactions before they run the room.

2 Regulate under pressure

Practical techniques for staying steady in high-stakes moments.

3 Read the team's emotional climate

Notice what's not being said in meetings and 1:1s.

4 Give feedback with empathy

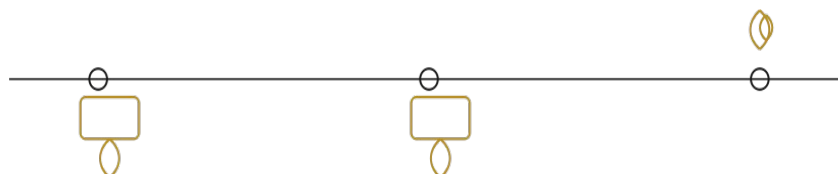
Deliver hard messages without softening them into confusion.

5 Manage conflict, not avoid it

A simple approach for addressing tension before it festers.

6 Model the behaviour you want

Lead the emotional tone of the team, deliberately.



How you'd measure it

- Number of formal complaints or escalations to HR, by team, quarter over quarter
- Number of avoidable grievances, as determined by HR review
- Employee survey scores rating their manager

These are our recommended measurements. We'll work with you to align this framework with your existing structure, and with your team to build a measurement strategy so you can see the real impact.

Choose the level of support that fits

Toolkit only	Self-serve framework and templates
Toolkit and training	A live session to put it into practice
Train the trainer	Built for repeatable internal delivery

Works alongside EQ assessments you may already use, including EQ-i 2.0 and MSCEIT, adding practical follow-through to the score

Email us to get started

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