



COURAGE & PERSEVERANCE

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Page 10 of 22

“LEADERS ARE THE ONES WHO HAVE THE
COURAGE TO GO FIRST, TO PUT THEMSELVES AT
PERSONAL RISK TO OPEN A PATH FOR OTHERS TO
FOLLOW.”

SIMON SINEK

MANAGING ONESELF

“IF YOU WISH TO SUCCEED IN MANAGING AND
CONTROLLING OTHERS - LEARN TO MANAGE AND
CONTROL YOURSELF FIRST.”

WILLIAM BOETCKER

SOCIAL INTELLIGENCE



SOCIAL BEHAVIOR ANALYSIS

RELATIONSHIP MANAGEMENT

EMPATHY

ACTIVE LISTENING SKILLS

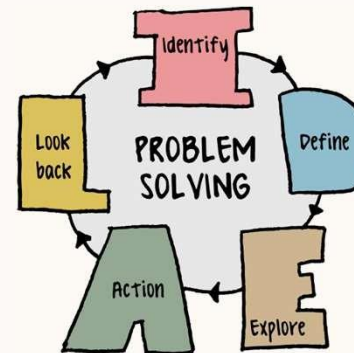
PROBLEM-SOLVING SKILL

PROBLEM FRAMING

EMPATHY

BREAKING COGNITIVE
FIXEDNESS

PSYCHOLOGICALLY SAFE
ENVIRONMENT



CONFLICT MANAGEMENT



DECISIVENESS

EMOTIONAL INTELLIGENCE

ABILITY TO HANDLE UNCERTAINTY

ABILITY TO WEIGH EVIDENCE WITH INTUITION

