



# Art of Leadership and Emotional Intelligence

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## 1. The Art of Leadership

Exploring the fundamental components of executive guidance, team perspectives, actions, behavior, and structural styles.



## 2. Emotional Intelligence

Diving deep into EQ frameworks, Johari Windows, self-awareness metrics, social mastery, and real-world relationship coordination.

# 1. THE ART OF LEADERSHIP



*"I have fought against white domination, and I have fought against black domination. I have cherished the ideal of a democratic and free society in which all persons live together in harmony with equal opportunities..."*

— Nelson Mandela

“

***"Everything rises and falls on leadership."***

— John Maxwell



*"If you want to make everyone happy, don't be a leader - sell ice cream."*

— Steve Jobs

# WHAT MAKES YOU A LEADER?

Your title does not make you a leader: What does?



Your team's perspective



Your actions



Your attitude



Your behavior



Your empathy



Your example



Your integrity

# LEADERSHIP STYLES

## 1. Autocratic

Top-down decisions

## 2. Democratic

Participative and collaborative decisions

## 3. Laissez-faire

Hands-on and allowing team autonomy

## 4. Transformational

Inspiring others toward a vision

## 5. Transactional

Using rewards and punishments

## 6. Servant leadership

Prioritizing the team's needs

# TRANSFORMATIONAL LEADERSHIP

## The 4 I's of Transformational Leadership

- ✓ **Idealised Influence** - Be the role model your team needs.
- ✓ **Inspirational Motivation** - Share your vision & inspire your followers.
- ✓ **Intellectual Stimulation** - Challenge assumptions & foster creativity.
- ✓ **Individualised Consideration** - Invest in the unique potential of each team member.



### Steve Jobs

On Management & Leadership

*"Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things they never thought they could."*

## 2. EMOTIONAL INTELLIGENCE

### Daniel Goleman Framework

Emotional Intelligence is defined as the foundational ability to:

- ✓ a) Recognize, understand, and manage one's own emotions.
- ✓ b) Recognize, understand, and influence the emotions of others.



# THERE IS NO LEADERSHIP WITHOUT EQ



The acronym **I-N-F-L-U-E-N-C-E** highlights the holistic path of a modern leader, showing that impactful authority is fundamentally tied to dynamic EQ capacities.

# THE WHOLE PERSON



**IQ**

Intelligence  
Quotient



**EQ**

Emotional  
Quotient



**SQ**

Spiritual  
Quotient



**AQ**

Adversity  
Quotient

## ICEBERG MODEL

### Bedrock of Behavior

Emotional Intelligence is the bedrock of what we see in every human behavior and reaction.



# EI TEST & COMPONENTS



## Global Assessment

Measure your dynamic capacity using the standardized diagnostic tool:

<https://tests.globalleadershipfoundation.com/geit/eitest.html>

## EI 4 Core Components

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- ✓ a) Self-awareness
- ✓ b) Self-management
- ✓ c) Social awareness
- ✓ d) Relationship management

# SIGNS OF LOW AND HIGH EI

LOW EI	HIGH EI
They are often involved in arguments and misunderstandings.	They recognize how their feelings affect their thoughts and behavior.
Emotional outbursts - have difficulty controlling their emotions, leading to frequent anger, frustration, or sadness.	They are good at communicating and can handle conflicts diplomatically.
Insensitive to the feelings of other people.	They respond to others with compassion and understanding.
They frequently blame others for their problems or mistakes. Lack of accountability.	Takes responsibility for their actions. Does not blame other people.

## SIGNS OF LOW & HIGH EI CONT..

### Low EI

Holds grudges for a long time

They often interrupt or fail to listen during conversations, focusing on their own perspective.

They often resist change and have trouble adapting to new situations or perspectives

Hard to please and overly critical of others

### High EI

They manage their emotions in healthy ways

They show resilience and persistence in the face of setbacks

Self-confident, have greater empathy and tolerance

Respect and relate well with people from varied backgrounds

# CAUSES OF LOW EMOTIONAL INTELLIGENCE



## Upbringing & Early Environment

Initial emotional blueprints formed during critical childhood development phases.



## Limited Social Exposure

Few opportunities to test, learn, and dynamically adjust to peer perspectives.



## Workplace Culture

Highly toxic or hyper-transactional corporate systems that penalize empathy.



## Mental Health Conditions

Underlying physiological factors affecting mood control and response metrics.



## Traumatic Experiences

Defensive walls created from past stressors that block vulnerability.



## Lack Of Emotional Role Models

A simple absence of highly balanced, conscious mentors to learn from.

# INDICATORS OF STRONG EMOTIONAL INTELLIGENCE

- ✓ 1. Getting along and interest with others
- ✓ 2. Self-awareness of strength and weaknesses
- ✓ 3. Operating with integrity
- ✓ 4. Self-awareness of feelings (anger, frustration etc)
- ✓ 5. Present-focused – overlooking historical failures and past successes
- ✓ 6. Self-motivated
- ✓ 7. Well-placed boundaries

## IMPACT OF A LEADER'S LOW EI ON A TEAM

- ✓ **1. Poor communication & conflict:** arising from inability to read emotional cues resulting to misunderstandings, frustration, and frequent conflicts within teams.
- ✓ **2. Strained relationships & distrust:** arising from inability to empathize or regulate emotions resulting to favoritism, divisions and erosion of trust among colleagues.
- ✓ **3. Disengagement & low morale:** when employees feel undervalued and unappreciated resulting in disengagement, burnout, and a desire to leave for other opportunities.
- ✓ **4. Difficulty in accepting feedback:** from junior staff resulting to poor relationships and decreased performance.
- ✓ **5. Increased stress & poor stress management:** resulting poor performance and well-being.

# I). SELF-AWARENESS

Self-Awareness is composed of three vital building blocks:



## a) Emotional self-awareness

Ability to read and understand your emotions as well as recognize their impact on work performance and relationships



## b) Accurate self-assessment

Ability to give a realistic evaluation of your strengths and limitations



## c) Self-confidence

Positive and strong sense of one's self-worth

# JOHARI WINDOW

## OPEN SELF

Information about you that both you & others know

## BLIND SELF

Information about you that you don't know but others do know

## HIDDEN SELF

Information about you that you know but others don't know

## UNKNOWN SELF

Information about you that neither you nor others know

# Expanding the open area

Maximizing feedback loops and strategic vulnerability to optimize collaborative team dynamics.

# IMPACT OF LOW SELF-AWARENESS

- ✓ a) Impaired decision-making
- ✓ b) Strained relationships
- ✓ c) Defensive to feedback
- ✓ d) A potential disconnect between intentions and impact on others
- ✓ e) Hinders personal growth



## The Growth Barrier

Without deep self-knowledge, leaders get caught in repeating cycles of friction and missed potential.

# IMPROVING SELF-AWARENESS



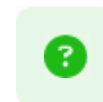
## a) Identify and name emotions

Pay attention to your strong feelings and try to give them a specific name.



## b) Journal your emotions

Write down your thoughts and feelings to better understand your emotional responses and triggers.



## c) Question your reactions

Reflect on why you react in a certain way in different situations, especially during conflict or stress.

## II). SELF-MANAGEMENT COMPRISES

- ✓ a) **Self-control** - keeping disruptive emotions and impulses under control
- ✓ b) **Transparency** - maintaining standards of honesty and integrity, managing yourself and responsibilities
- ✓ c) **Adaptability** - the flexibility in adapting to changing situations and overcoming obstacles
- ✓ d) **Achievement orientation** - the guiding drive to meet an internal standard of excellence; and
- ✓ e) **Initiative** - which is the readiness to seize opportunities and act.

## LOW SELF-MANAGEMENT RESULTS TO:



### a) Lack of impulse control

yields increased overall stress, leading to chaotic executive behavior.



### b) Emotional regulation

yields extreme difficulty in managing emotions under corporate pressure.



### c) Negative self-talk

yields depression, anxiety, poor self-esteem, and impaired social and professional functioning.

## IMPROVING SELF-MANAGEMENT



### a) Pause before reacting

Take a moment to calm yourself before responding in challenging situations.



### b) Use coping mechanisms

Practice deep breathing, meditation, or take structured breaks to manage overwhelming emotions.



### c) Establish clear boundaries

Separate your personal and work lives to prevent emotional exhaustion and maintain composure under pressure.

## III). SOCIAL AWARENESS COMPRISES



### a) Empathy

understanding others and taking an active interest in their concerns



### b) Organizational awareness

the ability to read the currents of organizational life, build decision networks and navigate politics

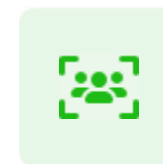


### c) Service orientation

recognizing and meeting customers needs

## LOW SOCIAL AWARENESS RESULTS TO:

- ✓ 1. Frequent misunderstandings
- ✓ 2. Strained relationships
- ✓ 3. Poor teamwork
- ✓ 4. Difficulty advancing careers



### **The Social Friction**

A lack of sensory tracking blocks your capacity to align with the organic structures around you.

## IMPROVING SOCIAL AWARENESS



### a) Practice active listening

Focus on what others are saying, both verbally and nonverbally, and ask thoughtful questions to show you're engaged and understand their perspective.



### b) Develop empathy

Try to understand and share the feelings of others by putting yourself in their shoes.



### c) Notice perception

Observe how your emotions and actions affect those around you, and ask for feedback.

## IV). RELATIONSHIP MANAGEMENT

- ✓ **a) Visionary leadership** - inspiring and guiding groups and individuals
- ✓ **b) Developing others** - support the abilities of others through feedback and guidance
- ✓ **c) Influence** - exercise persuasive strategies with integrity, listening and sending well-tuned messages
- ✓ **d) Change catalyst** - proficiency in initiating new ideas and leading people in a new direction

- ✓ **e) Conflict management** - resolving disagreements and collaboratively developing resolutions
- ✓ **f) Building bonds** - building and maintaining relationships with others
- ✓ **g) Teamwork and collaboration** - promotion of cooperation and building of teams.

## LOW RELATIONSHIP MANAGEMENT RESULTS TO:

- ✓ 1. Decreased productivity
- ✓ 2. Higher employee turnover
- ✓ 3. Increased costs
- ✓ 4. Damaged organizational reputation



### The Trust Deficit

Poor relationship coordination decays collaborative channels, triggering massive fiscal and brand leakage.

## IMPROVING RELATIONSHIP-MANAGEMENT



### a) Communicate clearly

Express your thoughts and feelings in a way that others can understand.



### b) Be open-minded

Consider different perspectives and avoid jumping to conclusions.



### c) Take responsibility

Acknowledge your mistakes and the impact of your decisions, even on others' feelings.



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