

# Developing Effective Dental Leaders Through Emotional Intelligence

6.5 hours CPD  
with certificate

The key to a thriving dental practice is not just great protocols and systems but **the right team that can use emotions intelligently to effectively communicate** with each other in implementing these systems. When there is team synergy, all stakeholders win – the business, the team and the patients.

**Emotional Intelligence (EQ or EI) is the ability to identify, understand, use and manage emotions in positive ways to enable effective communication with others.** EQLevels' focus and passion is in the **EQ Leader Essentials Workshop**, designed to provide the tools that strengthen the use of emotional intelligence in dental teams.

While a dental leader's IQ, subject matter expertise or clinical skills are usually seen as the driving factor of success, their ability to communicate, coach, provide feedback, empower, inspire, collaborate, and manage stress is also critically important.

A high level of emotional intelligence enhances **a leader's ability to interact effectively** with others, be attuned to and respond appropriately to their needs.



**61%**

of people with highly empathic senior leaders report often or always being innovative at work compared to only 13% of people with less empathic senior leaders.



**70%**

of the difference in levels of employee engagement was directly impacted by managers' behaviours, such as communication and empathy.



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## How Does Emotional Intelligence In Leaders Affect An Organisation's Functioning and Profitability?

Having leaders with low emotional intelligence is costly for business.

### Revenue

- Teams led by leaders with well-developed emotional intelligence outperformed other teams by 15-20% on yearly revenue targets.
- Leaders who possess higher empathy, self-regard, reality testing, and problem solving are more likely to head profitable businesses.

### Retention

- Employees who had managers with high emotional intelligence were four times more likely to stay with the same business than those who worked with managers who had low Emotional Intelligence.
- Depending on the size of a business, the total costs of replacing an employee varies from 30-150% of their salary. (PeopleKeep 2023)

### Performance

- Leaders who lacked EI were rarely rated as outstanding in their performance reviews and, their teams under performed by an average of 20%.
- 100% of respondents stated that knowing their EI strengths and opportunities helped them in transitioning to a higher level role.

References from MHS data Developing Effective Leaders Through EI and Case Studies



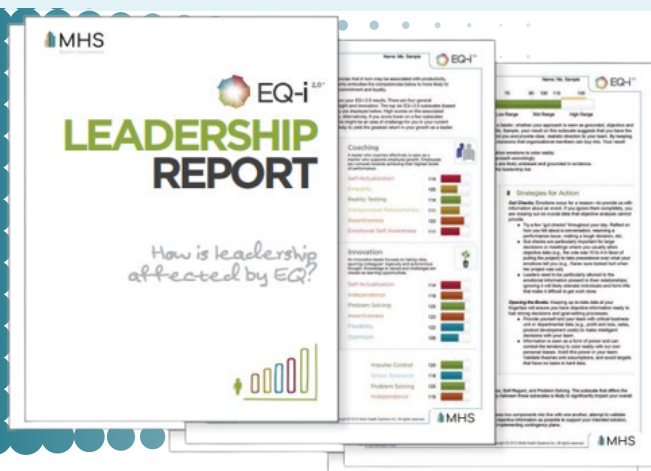
# A Dental Leadership Program Built With You in Mind



## EQ Leader Essential Objectives:

The **EQ Leader Essentials Workshop** is an interactive experience which includes training, individual work, and small and large group activities. The workshop will cover these learning objectives:

- What is emotional intelligence?
- How to read the EQ-i 2.0 Leadership Report
- How emotional intelligence maps onto transformational leadership
- Understand how emotional intelligence can lead to derailing behaviours
- How personal and business core values impact a leadership approach
- How to apply emotional intelligence to lead your team
- Leave with an action plan to leverage strengths and work on opportunities for growth



## What is the value of the EQ-i 2.0 Leadership Report?

- User friendly design, language and instruction
- Benchmarked against 220 high performance leaders
- Highlights and scores the 4 competencies required for effective leaders - authenticity, insight, coaching and innovation
- Identifies strengths and areas to develop to enhance leadership skills
- Provides suggested actions to increase each of the 15 areas of emotional intelligence

## Program Benefits:



- ✓ Based on scientifically validated leadership framework
- ✓ Dental industry focused
- ✓ A road map for greater motivation, job satisfaction and performance
- ✓ Enrich relationships with colleagues and patients
- ✓ Leave with a personal and workplace action plan

## What is Included ?



- ✓ **Pre-workshop** Online participant values and roles questionnaire
- ✓ **Pre-workshop** Online EQ-i 2.0 leadership self-assessment
- ✓ **Pre-workshop** EQ-i 2.0 report debrief coaching session (60 mins)
- ✓ **Full-day Intensive workshop - 6.5 hours CPD with certificate**
- ✓ **Post-workshop** Access to customised EQLevels action plan platform

## EQ Leadership Essentials Details:

### Who should participate:

- The full day EQ Leader Essentials workshop is aimed at business owners and team members with management or leadership roles.
- *Includes morning tea, lunch, afternoon tea.*

**LIMITED**

**TO 60 PARTICIPANTS**

**Click here for dates & locations**

## Contact Us :

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CERTIFIED

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TRANSFORMING THOUGHT, SPEECH & ACTION

