



Using Leadership and EQ to
get the right stuff done in
trying times

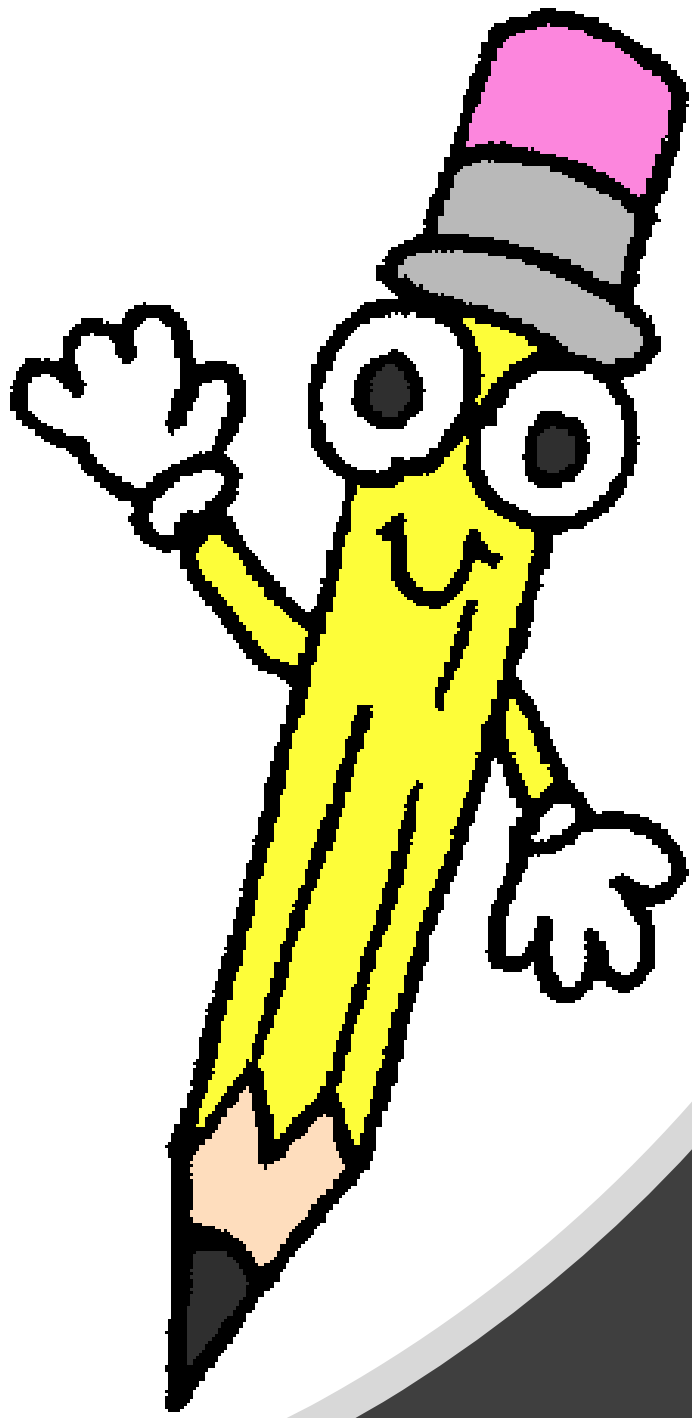
Dan Stifter

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Dan Stifter

- “Retired” senior exec, Coca-Cola and Hallmark
- Professor at UMKC EMBA program on leadership and strategy
- Owner at startup Stratex Solutions, Baldrige based strategic planning software and professional services
- Consultant/Speaker/Coach on strategy, leadership, and innovation
- Board of Directors, Outreach International - global charity focused on eradicating poverty





Capture 2 key thoughts on what you will do differently

If you don't change your future behavior, today will be wasted

Today

- Will talk about leadership and EQ at a high level
- Will leave a good amount of time at end for discussion
- Feel free to break in with questions

We're in a crisis.
Leadership is
needed.

The image shows two large, bold Chinese characters, '危' (left) and '机' (right), rendered in a black, stylized font. The character '危' is composed of a top radical '厃' and a bottom radical '卩'. The character '机' is composed of a top radical '木' and a bottom radical '几'. The characters are set against a light gray rectangular background.

Chinese character for “trouble”
also connotes “opportunity”



World's

BEST

BOSS

Leadership Framework Summary

1. Do you see what's happening?
2. Do you understand the forces behind it?
3. Do you have the courage/wisdom/network/skill/patience/aggression/nuance to drive meaningful change?

Every year you
achieve less of
your strategic
plan

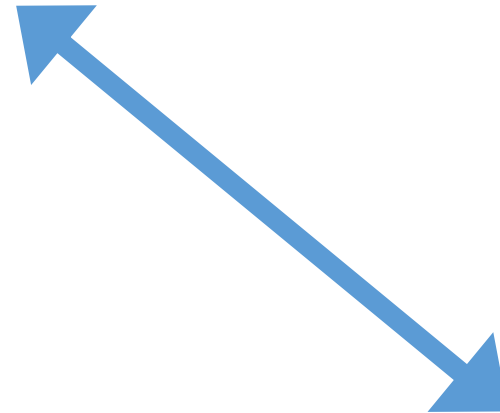
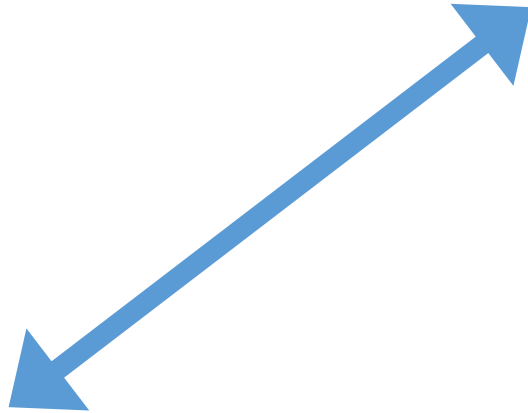
Because you have
more to do,
fewer resources,
and better
competition

Work happens through process.
Change happens through people.

Me

Leadership Focus

Strategy



**Continuous
Improvement**



Innovation

Organizations are Coalitions of Different Perspectives

Divergent interests

+ Scarce resources

= Conflicts

Leadership is about resolving conflicts

Strategy is
about
choices.



Choices are about resources

You have no idea what
your strategic resource
capacity is.

Innovation – Four Categories

- Product
- People
- Process
- Business model

Self Awareness

Your moods and emotions and their impact on others

- Self-confidence
- Realistic self-assessment
- Self-deprecating humor

Self-Management

Managing your internal states, impulses, and resources

- Emotional Self-control
- Adaptability
- Optimism

Social Awareness

*Awareness of others' feelings
and needs*

- Empathy
- Organizational awareness

Relationship management

*Building trust, rapport; and
networks*

- Inspiration
- Influence
- Managing conflict, teamwork



Sergio Zyman - CMO Coca-Cola
The Aya-Cola



Everything Communicates

Leader Skills

- Mapping Terrain
- Clarifying Agendas
- Power Sources
- Managing Up
- Managing Across
- Building Social Capital
- Sharing Power

EQ is the Fundamental Leadership Skill

Self Awareness

Social
Awareness
(Empathy)

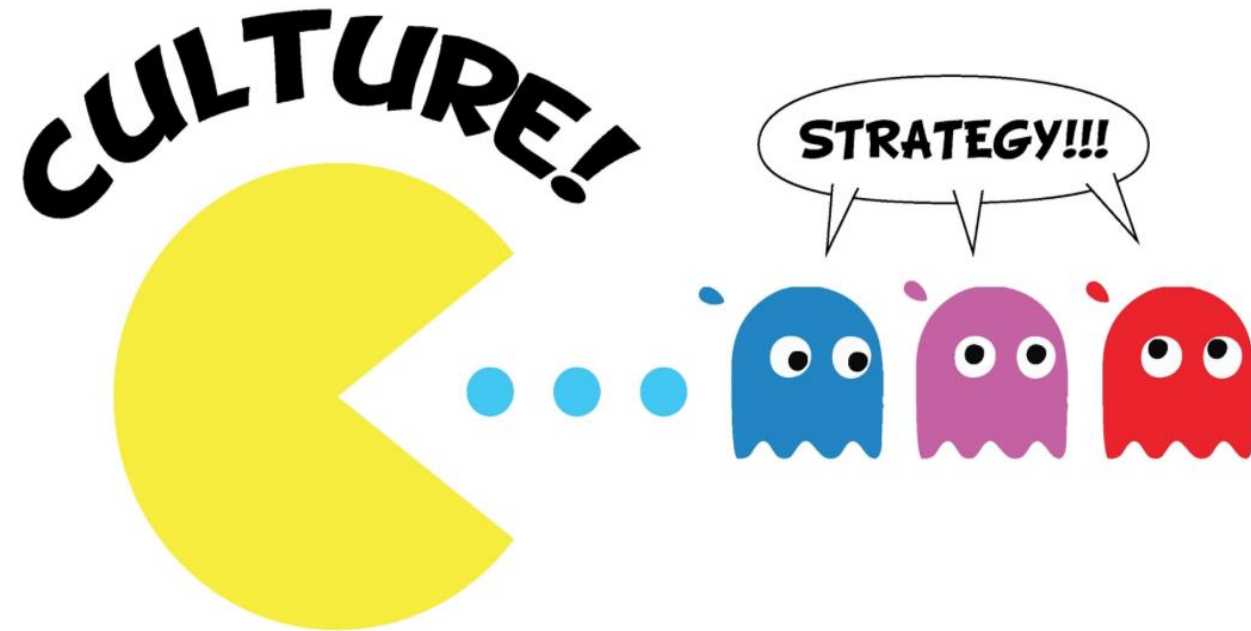
Self
Management

Relationship
Management
(Social Skill)

Innovation
leadership
assessment
11 Key Behaviors

- **Process Management**
- **Customer driven**
- **Information Sharing**
- **Change Management**
- **Innovation**
- **Obstacle removal**
- **Provides a path forward**
- **Provides motivation**
- **Works in context of overall strategy**
- **Trust builder**
- **Drives vision/purpose**

Culture eats strategy for breakfast
Operational excellence for lunch
and everything else for dinner



Thank you!

Questions?