

## **Beeline** - Lead the way

How to lead with purpose and clarity to drive change, create thriving working cultures and deliver business results that matter

Welcome to our leadership podcast from The Hive Change Consultancy, hosted by our CEO, Andrew Tilling

These conversations with experts in organisational performance are specifically for people looking to lead transformation. If you want to help your organisation make a better impact, this is for you.



**Beeline**



Transforming working cultures to  
deliver results that matter

**Beeline Podcast**  
Season 5 Episode 1

**Emotional Intelligence**

**Guest: Johanna Wallin**  
**Transformational Mentor**

Notes and Resources





When it's **not**  
working, you'll  
see these  
things:



## What bad looks like:

- › Reacting from emotional filters: Rather than responding thoughtfully, reacting impulsively based on emotional triggers can lead to misunderstandings and conflict.
- › Lack of transparency and honesty: Failing to communicate openly about one's emotional state or intentions can hinder trust and create barriers to effective collaboration.
- › Blame and finger-pointing: Resorting to blame and criticism instead of constructive dialogue perpetuates a culture of defensiveness and undermines team morale.
- › Avoidance of discomfort: Shying away from difficult conversations or challenges prevents growth and perpetuates unresolved issues within the team dynamic.
- › Emotional disconnection: Ignoring or suppressing one's emotions inhibits authentic communication and prevents meaningful connection with others.
- › Inability to manage stress: Allowing stress and pressure to dictate behavior can result in poor decision-making and impede productivity.
- › Lack of empathy: Failing to consider others' perspectives and experiences leads to misunderstanding and hinders effective collaboration.
- › Unwillingness to address conflicts: Avoiding conflict resolution prolongs issues and fosters resentment, undermining team cohesion and productivity.
- › Micromanagement: Excessive control and oversight stifle creativity and autonomy, hindering team members' growth and engagement.
- › Resistance to feedback: Dismissing or rejecting feedback prevents learning and improvement, stagnating personal and professional development.





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## What good looks like:

- › Mindful responses: Responding thoughtfully rather than reacting impulsively allows for more constructive dialogue and problem-solving.
- › Transparent communication: Openly sharing one's emotional state and intentions fosters trust, understanding, and collaboration within the team.
- › Constructive dialogue: Engaging in respectful and honest conversations promotes a culture of accountability and mutual support.
- › Courage to address discomfort: Confronting challenges and difficult conversations head-on promotes growth and strengthens team relationships.
- › Emotional awareness: Acknowledging and expressing emotions authentically fosters empathy, connection, and effective communication.
- › Stress management: Developing strategies to cope with stress and pressure enhances resilience and decision-making under challenging circumstances.
- › Empathetic leadership: Considering and valuing others' perspectives promotes inclusivity, trust, and collaboration within the team.
- › Conflict resolution: Addressing conflicts constructively facilitates understanding, resolution, and growth within the team dynamic.
- › Empowering autonomy: Providing support and guidance while allowing autonomy encourages innovation, ownership, and engagement.
- › Embracing feedback: Welcoming feedback as opportunities for growth and learning fosters continuous improvement and personal development.



So, what is the **Beeline** to managing emotional intelligence?



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# The Beeline to managing emotional intelligence:

- › Set an alarm for 15 minutes before a meeting: Prepare mentally and emotionally by taking a brief pause or moment of reflection before important engagements.
- › Practice the pause: Incorporate pauses into conversations or decision-making processes to respond thoughtfully rather than react impulsively.
- › Take deep breaths: Engage in deep breathing exercises to center yourself and manage stress in high-pressure situations.
- › Connect with yourself: Prioritize self-awareness by checking in with your own emotions and experiences before engaging with others.
- › Inform others about your emotional state: Communicate transparently about your emotions to provide context and insight into your mindset.
- › Choose response over reaction: Train yourself to respond thoughtfully rather than react impulsively, considering the impact of your words and actions on others.
- › Practice active listening: Cultivate the habit of listening attentively to others without judgment or interruption, fostering trust and rapport.
- › Promote open and honest communication: Create an environment where team members feel comfortable expressing themselves openly and honestly.
- › Address conflicts constructively: Approach conflicts as opportunities for growth and resolution through dialogue and collaboration.
- › Lead with empathy: Demonstrate empathy and compassion towards colleagues' perspectives, fostering a culture of understanding and support.





# Johanna's top picks for managing Emotional Intelligence:

- 1.
- 2.
- 3.



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If you would like to know more about **Johanna and** the work she does:

**You can find her on LinkedIn here:**

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You can access the Nick's website here:

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Contact us at the Hive, we're here to help.

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