

Virtual Professional Development Series

Managing Teams and Self
in a Hybrid World of Virtual
and Ground Reality

HOW CAN A LEADER IMPROVE THE INDIVIDUAL PERFORMANCE OF HIS TEAM?

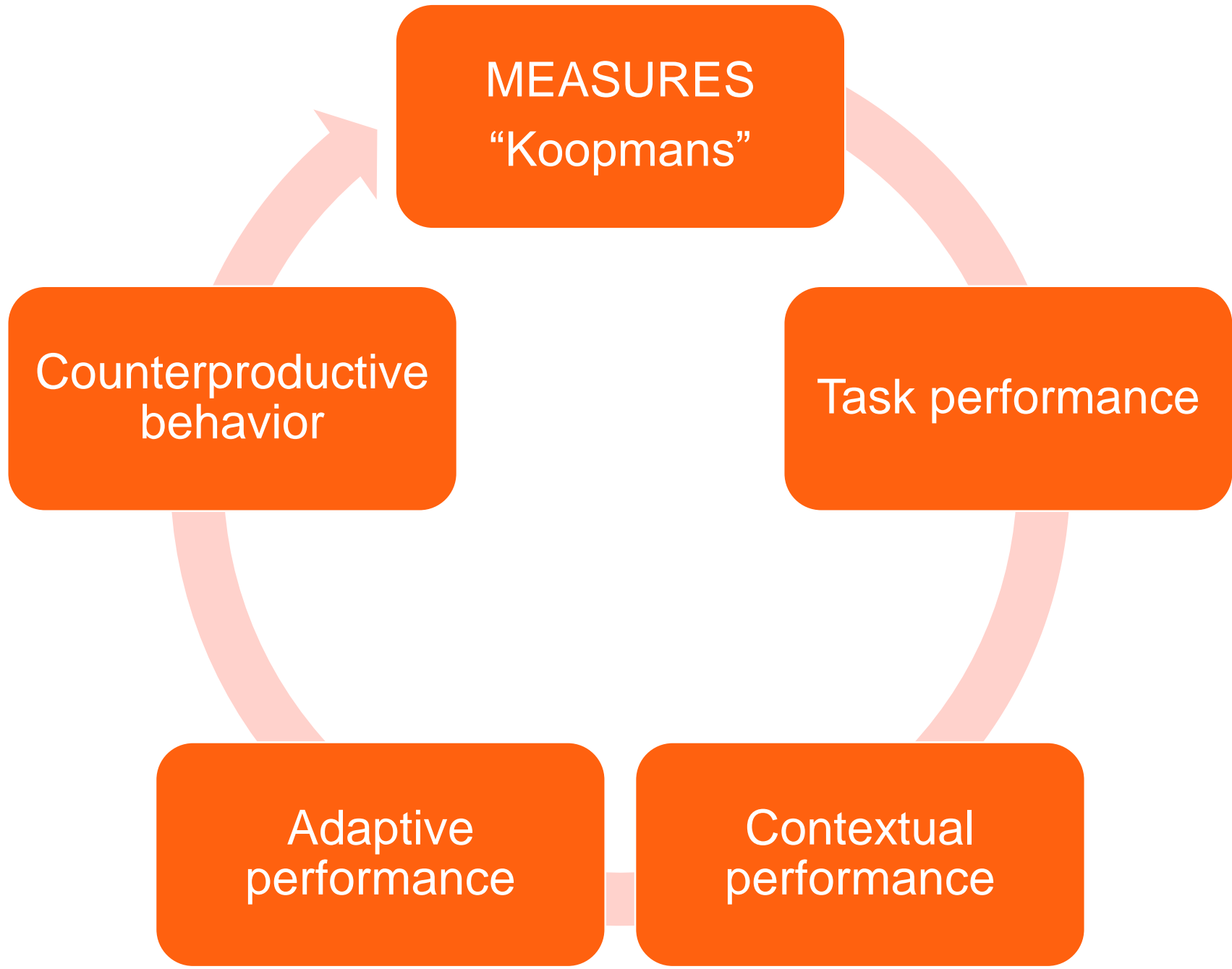
Zeina Boukheir

The concept of leader can start from the family
and the school

Company
performance

Team
performance

Individual
performance



TASK PERFORMANCE

- Work's quantity and quality
- Competences and knowledge
- Task accomplishment
- Planning, organization
- Decision making and problem solving

CONTEXTUAL PERFORMANCE

- Additional tasks, initiative and efforts
- Perseverance, creativity
- Motivation
- Communication Skills
- Engagement
- Interaction

ADAPTIVE PERFORMANCE

- Innovate new ideas
- Adapt the objectives to the situation
- Learn new tasks
- Be flexible and open to others
- Analyze quickly
- Act appropriately
- Be resilient

EMPATHY

COUNTERPRODUCTIVE BEHAVIOR

- Off task behavior
- Incorrect tasks
- Absenteeism and delays
- Complaints
- Negative behaviors towards the colleagues/company

**EMOTIONAL INTELLIGENCE IMPROVES
THE INDIVIDUAL PERFORMANCE**

EMOTIONAL INTELLIGENCE

DANIEL GOLEMAN

Self-
awareness

Self-
regulation

Empathy

Motivation

Social
skills

1. Self-awareness

Self-awareness is the ability to accurately recognize your: emotions, strengths, limitations, actions and understand how these affect others around you.

2. Self-regulation

Self-regulation allows you to wisely manage your emotions and impulses - you show or restrain certain emotions depending on what is necessary and beneficial for the situation.

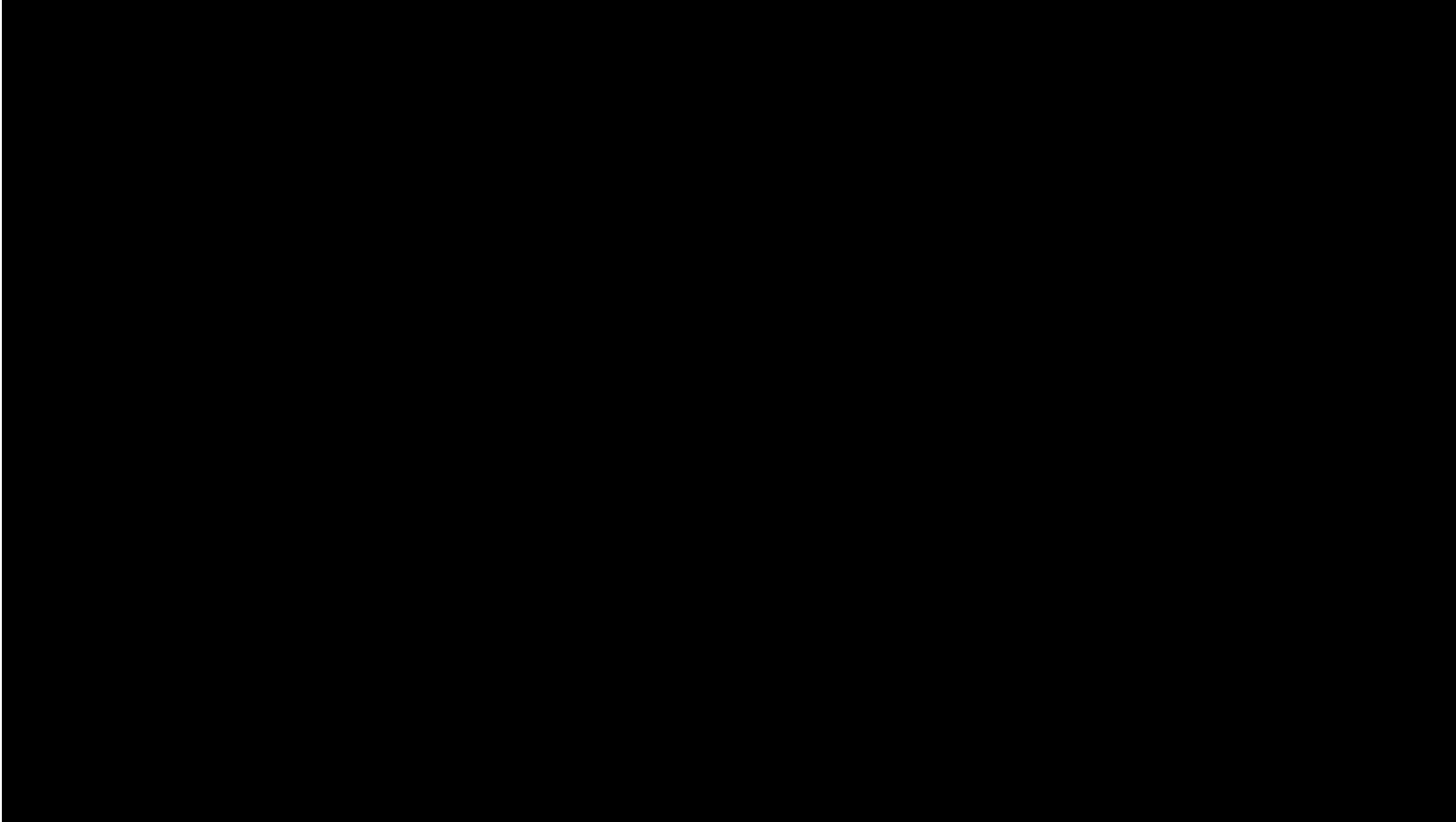
3. Empathy

To be empathetic means you are able to identify and understand others' emotions i.e. imagining yourself in someone else's position.

4. Motivation

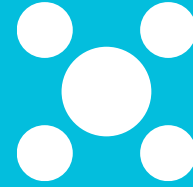
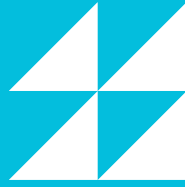
Being self-motivated consists of: enjoying what you do, working towards achieving your goals and not being motivated by money or status.

MOTIVATIONAL VIDEO



5. Social skills

Effective social skills consist of managing relationships in a way that benefits the organization.



THANK YOU

