

Leadership

Professor Rai Mra

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**Kazakhstan October 2019,
in the capital city - Astana**

**Dr. E. Blair Holladay, PhD, CEO,
American Society for
Clinical Pathology**

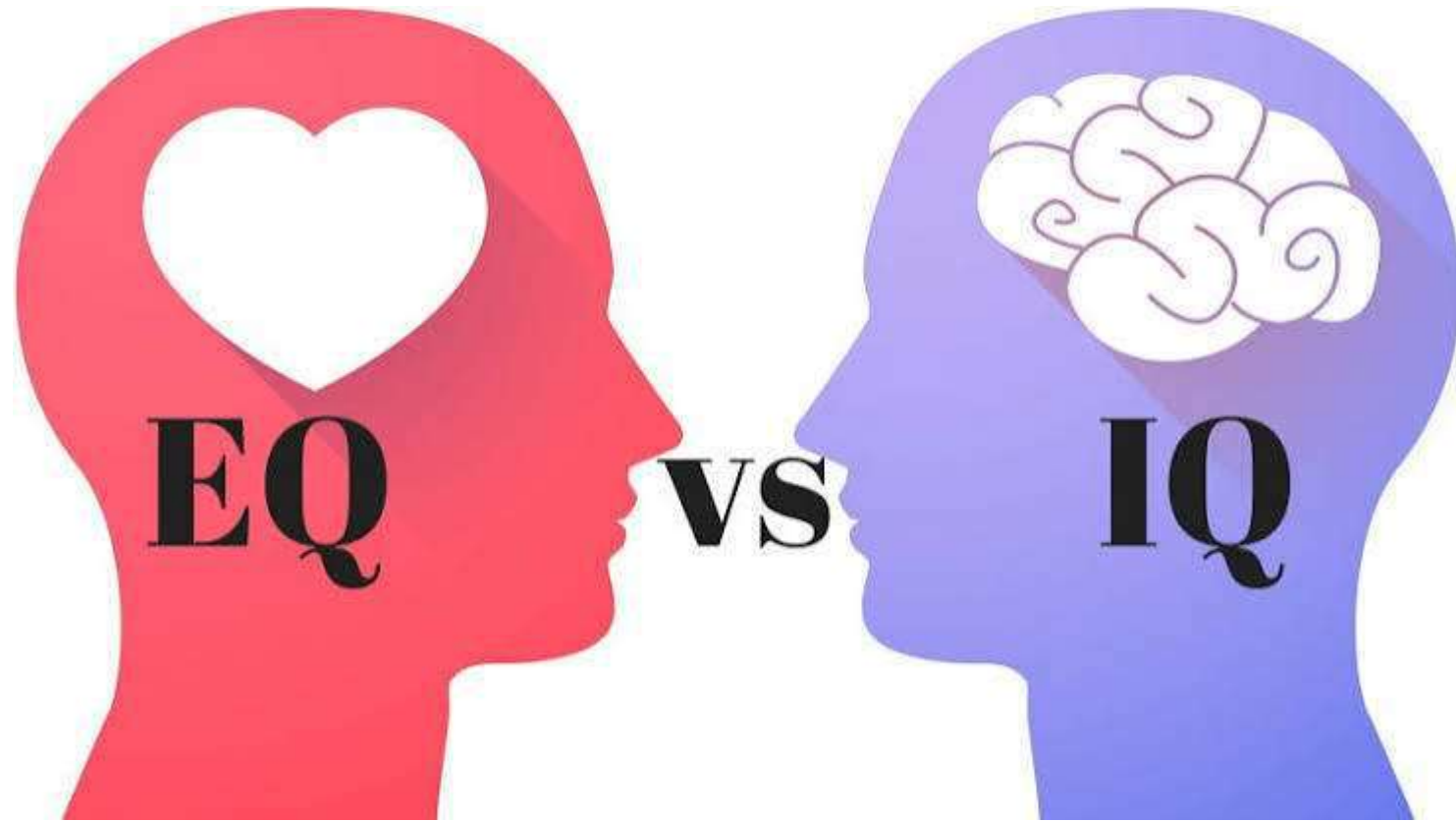


Leadership is –

- The art of guiding, inspiring and influencing individuals or groups towards achieving common goals.
- Ability to lead by example, build trust and empower others but not by position or authority







Emotional Quotient or Emotional Intelligence Vs Intelligent Quotient

Emotional quotient (EQ) is the capacity to recognise, practice, and **manage your own emotions** in affirmative ways to release stress, **communicate efficiently**, **empathise with people**, overcome challenges and **resolve conflict**

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THE 4 COMPONENTS OF EMOTIONAL INTELLIGENCE



Self-Awareness



Self-Management



Social Awareness



Manage your own emotions

Emotion is a strong feeling that is derived from one's circumstances, mood, or relationships with others.

6 types of basic emotions



SIGNS OF LOW EMOTIONAL INTELLIGENCE



Poor emotional control



Difficulty recognizing emotions



Poor social skills



Low empathy



Self-centeredness

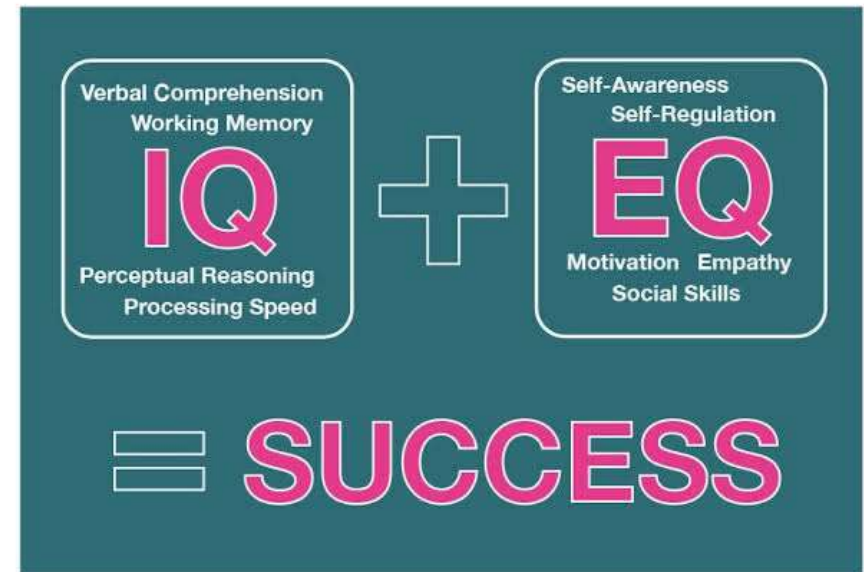
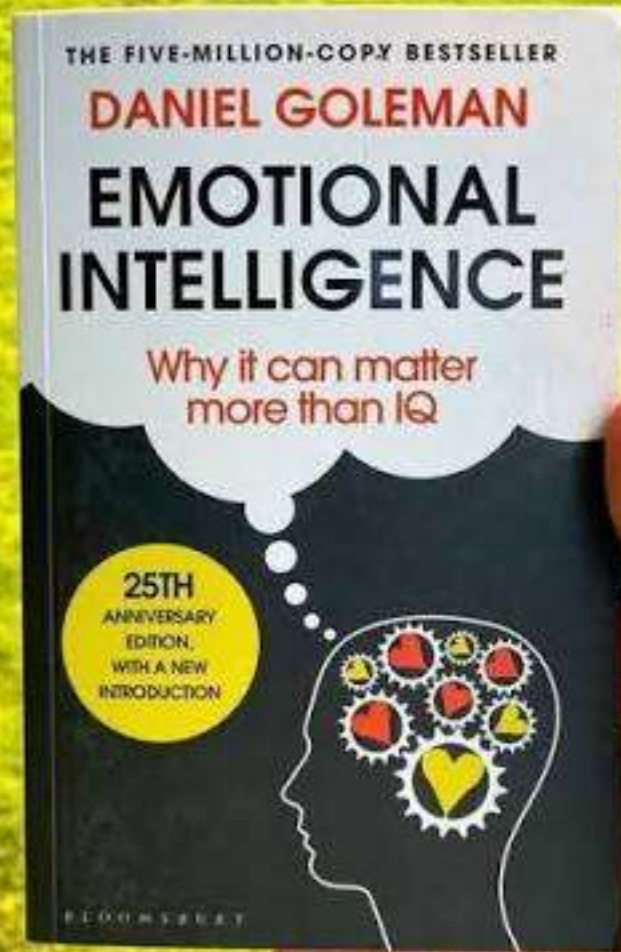


Blaming others

The Core Pillars of Emotional Intelligence



- **Self-Awareness:** Recognizing your own emotions, identifying exact triggers, and understanding how your moods impact your thoughts and behavior.
- **Self-Regulation:** Pausing before reacting, controlling impulsive behaviors, and managing intense emotions like anger or anxiety in a healthy manner.
- **Motivation:** Harnessing an internal drive, resilience, and optimism to pursue long-term goals for personal fulfillment rather than just money or status.
- **Empathy:** Sensing what others are feeling, understanding their unique perspective, and reading subtle non-verbal social cues.





- ✓ Leadership is not about you.
- ✓ It's about your organization, department, those who work for you
- ✓ It is also about you because you lead by example



INTEGRITY

Integrity is the quality of being honest, consistent, and guided by strong moral principles—even when no one is watching. It is about aligning your actions with your values, keeping your word, and doing the right thing even when it is difficult or inconvenient.

Key aspects of integrity

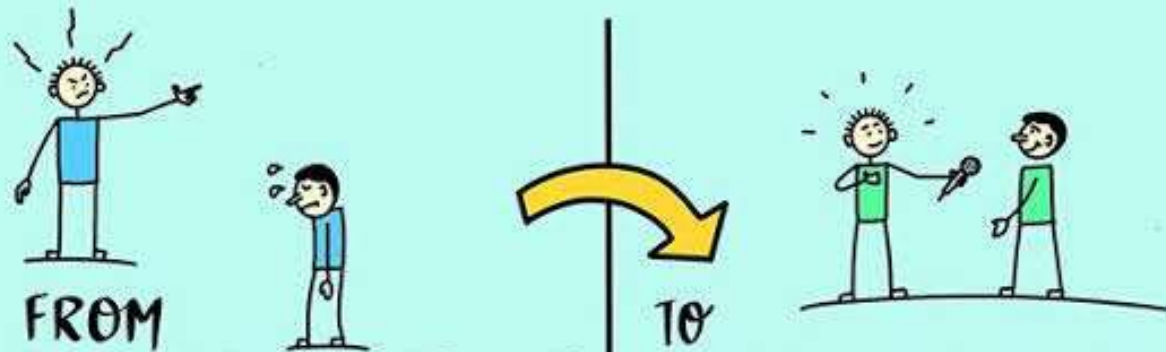
1.Honesty – telling the truth and being transparent.

2.Consistency – your actions match your words across different situations.

3.Accountability – taking responsibility for your choices and mistakes.

4.Loyalty to principles - holding firm to ethical values despite pressure.

5.Trustworthiness – others can rely on you to act fairly and honor commitments.



FROM ARROGANCE

IS FAULT PROOF

DOESN'T LISTEN

INTERRUPTS

WANTS TO BE RIGHT

DOESN'T SEE DIFFERENTLY

PUSHES POINT THROUGH

SHOWS FRUSTRATION SOON

AVOIDS ACCOUNTABILITY

CREATES A FEAR CULTURE

TO HUMILITY

ADMITS MISTAKES

LISTENS TO UNDERSTAND

GIVES SPACE

HAS AN OPEN MIND

EMBRACES DIFFERENCES

ALLOWS IDEAS TO EMERGE

DEMONSTRATES PATIENCE

TAKES OWNERSHIP

BUILDS LEARNING CULTURE

Arrogance
is thinking you're better
than someone.

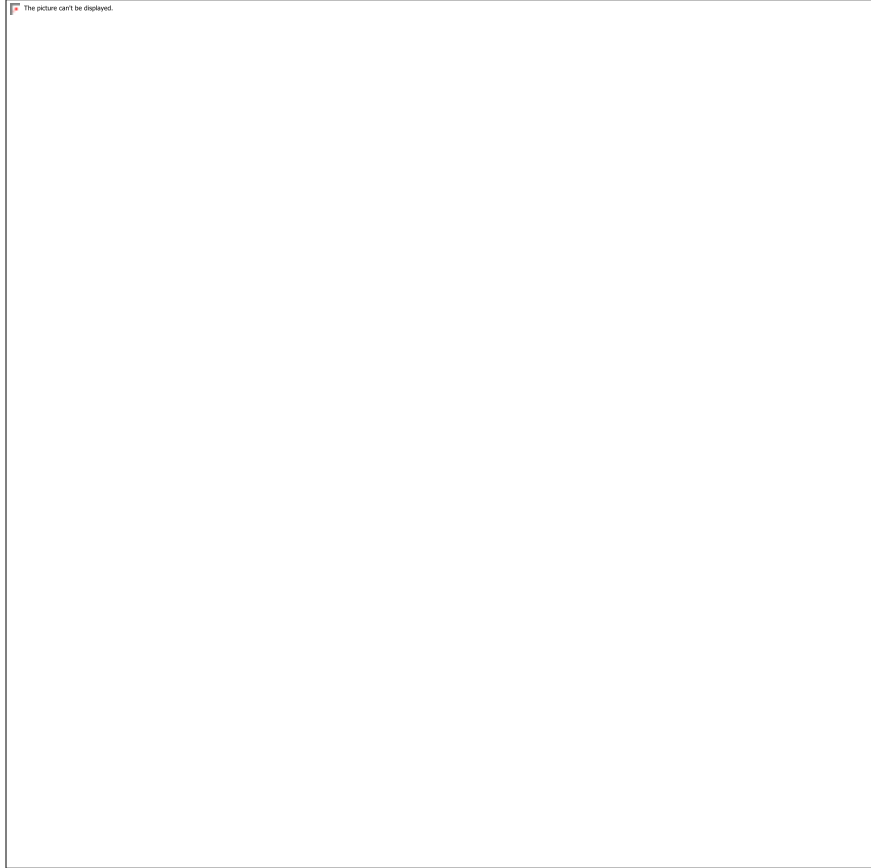
Confidence
is not feeling the need
to compare.

Arrogance closes more
doors than it opens. stay
humble.



Self-Awareness

Understand yourself,
recognize your own
strengths and weaknesses



Respect-

helps ease tension and
conflict, fosters trust and
improves your
effectiveness

Compassion –

After someone shares a concern or speaks up about something, they won't feel truly heard if their leader doesn't then take some type of meaningful action on the information.

Empathy –

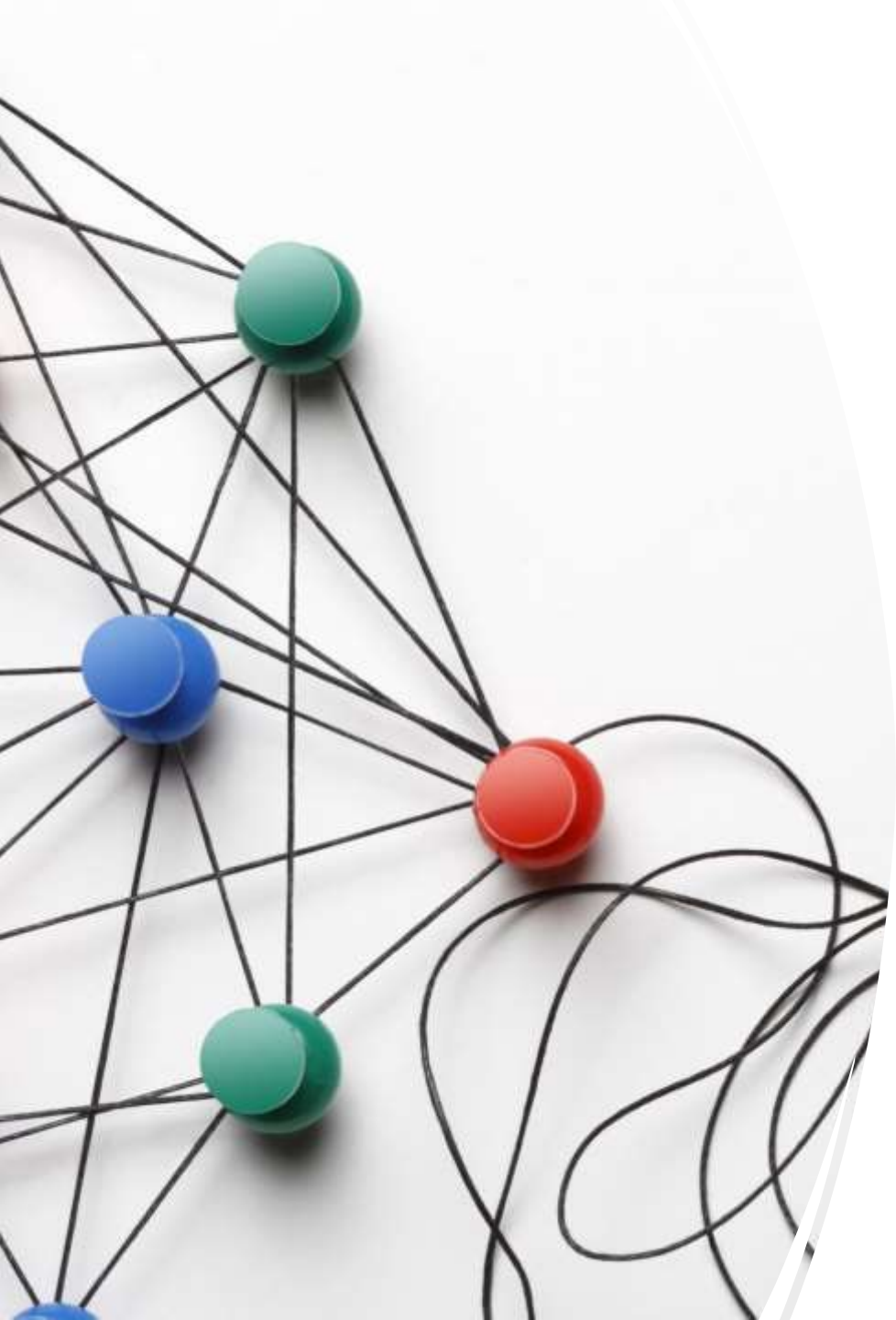
Empathy is the ability to understand and share the feeling of others

The picture can't be displayed.

Vision-

aspiration for
the future,
motivating others
and garnering
commitment.

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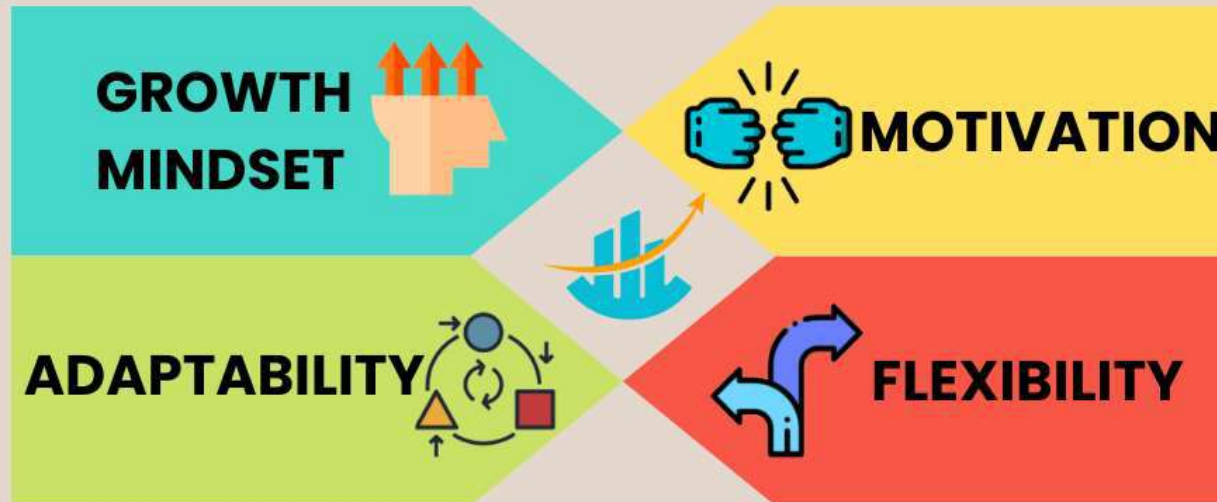
Communication-

- Transmitting information effectively, soliciting input and using active listening techniques.
- Leadership and communication are intertwined.

Learning Agility –

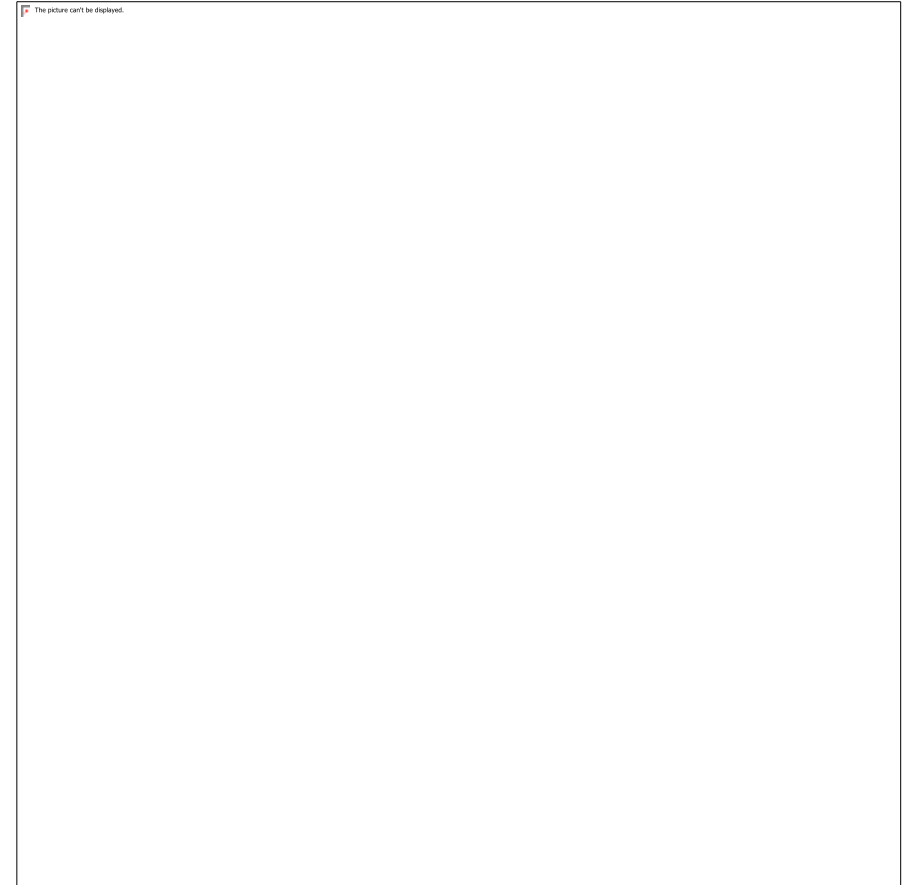
A culture of life-long learning

ELEMENTS TO ENHANCE LEARNING AGILITY



Accountability-

- To take responsibility for one's actions and decisions.
- Accountability fosters a culture of trust and reliability





Innovation –

Not just generating new ideas but also implementing them effectively.



Maintaining discipline is highly important.

It establishes clear boundaries, drives consistent performance, and builds a foundation of **trust** within the organization. Rather than just enforcing rules or punishing, effective discipline aligns team behaviors with the company's broader mission and goals.



Collaboration-

- work effectively with a variety of colleagues of different identities, roles and experiences



Team Work, Team Building



Together

T

E

Everyone

Achieves

A

M

More

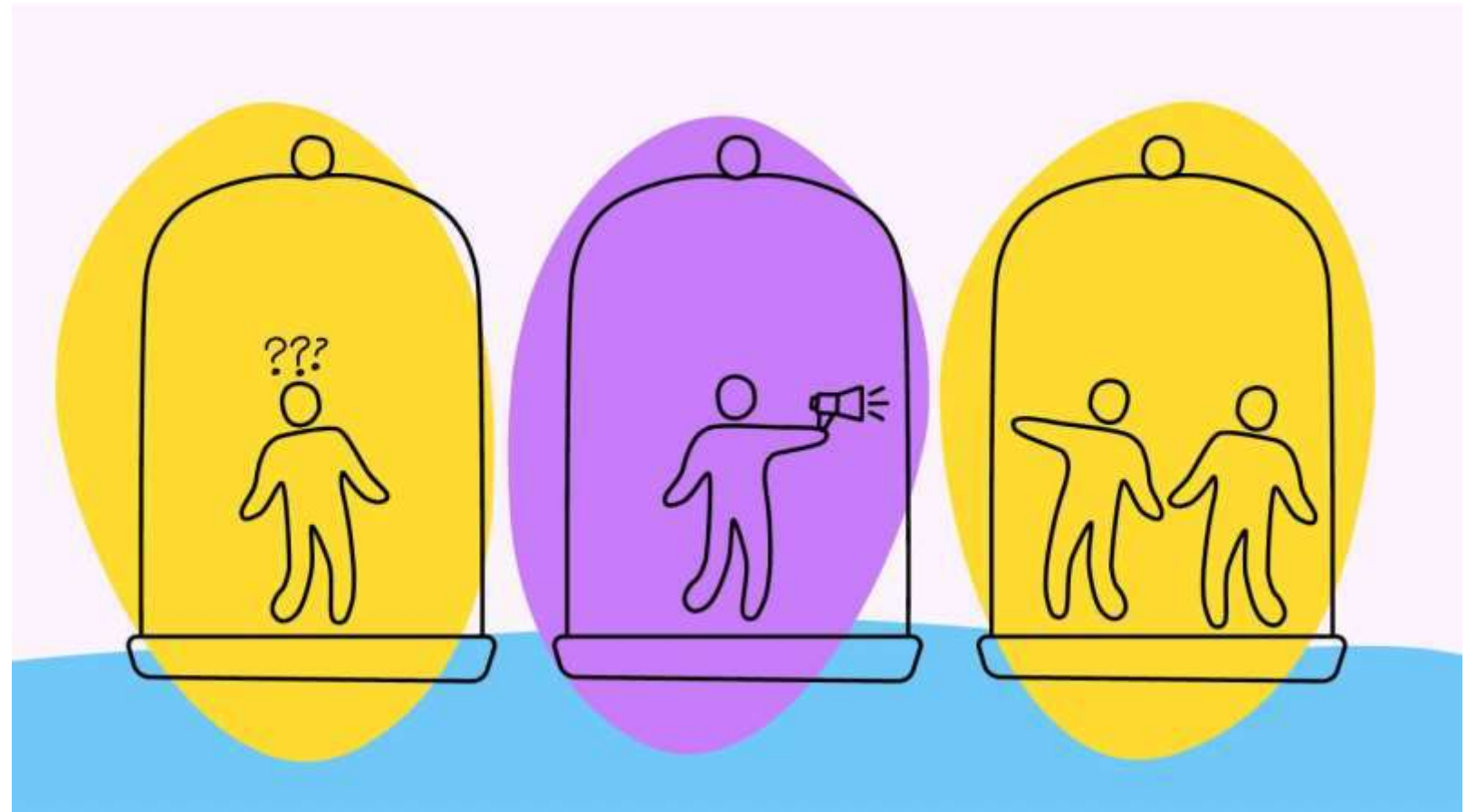
Influence –

- As a leader, you must be able to inspire/influence others to get the work done – you cannot do it all alone.

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Stop silo mentality



CONFLICT RESOLUTION

Acknowledge the Conflict: Identify and confront early before it gets out of control

.Establish Neutral Ground: Meet in a safe, private location where neither party feels a power disadvantage.

Define the Root Cause: Strip away personal opinions to isolate the unfulfilled needs or factual disagreements

.Hear All Perspectives: Allow every involved individual to speak completely without interruption.

Brainstorm Solutions Jointly: Encourage cooperative thinking to find multiple creative remedies.

Agree and Follow Up: Select the most practical solution, clearly assign responsibilities, and set a time to evaluate its progress.



Elephant in the room

a serious problem or controversial issue that everyone is aware of but no one wants to talk about

- Okay, well, nobody's talking about the elephant in the room, so I'll do it.
- But I think we should probably talk about the elephant in the room.



- Don't let problems grow.
- Solve problems quickly.

Courage –

- ❑ Enables both team members and leaders to take bold actions that move things in the right direction.
- ❑ It takes courage to do what's right.



Followers who tell the truth, and leaders who listen to it, are an unbeatable combination

Warren G Bennis

Gratitude-

Say “thank
you” to team
members when
they deserve it.



Resilience –
Ability to
respond adaptively
to challenges.

The picture can't be displayed.

Actions of a Good Leader

- Empower others, inspire
- Build trust
- Foster growth



Seek Feedback

- from a variety of sources.
- do assessment.





BOSS



Command

LEADER



Asks

BOSS



GO !!

LEADER



Let's Go !!

BOSS



Take advantage

LEADER



Empower

BOSS



Know how it is done

LEADER



Show how it is done

BOSS



Intimidate

LEADER



Rely

BOSS



Take Credit

LEADER



Give Credit

BOSS



Blame

LEADER



Fix

BOSS



Says, "I"

LEADER



Says, "We"

BOSS



Protects Their Ego

LEADER



Protects Their Team

Leadership is about setting a vision, driving change, and inspiring people. **Management** is about executing that vision, maintaining order, and optimizing processes. While leaders ask "what" and "why" to challenge the status quo, managers ask "how" and "when" to accomplish defined goals.

<u>Leadership</u>	<u>Management</u>
Focuses on vision and change	1. Focuses on stability and execution
Defines what to do	2. Implements how to do it
Long-term vision and strategy	3. Short-term goals and execution
Strategic and future-oriented	4. Tactical and present-oriented
Motivates and inspires	5. Delegates and directs

 **ProofHub**
Project management and team collaboration tool

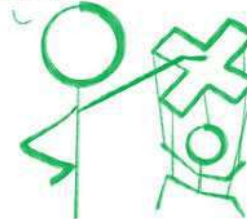
PLEASE STOP MICROMANAGING



#LEADERSHIPWHITEBOARD

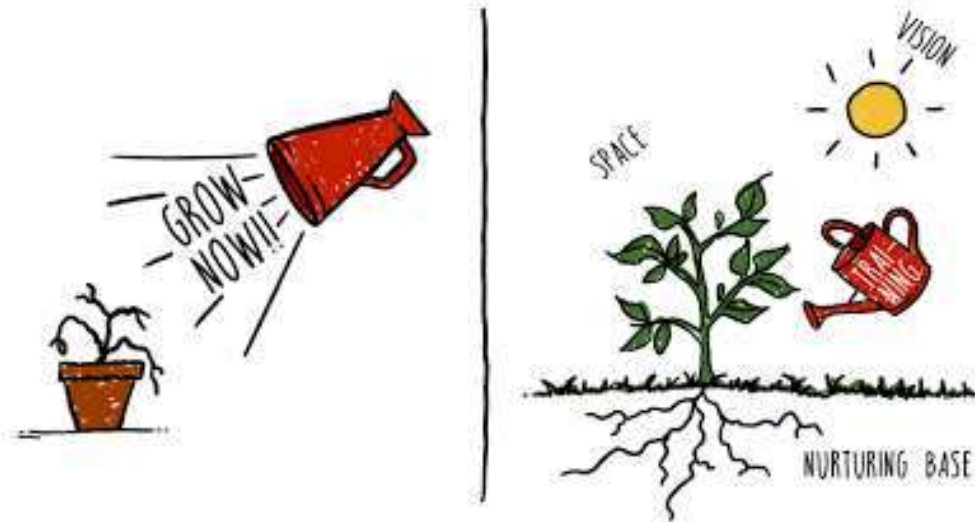
MICROMANAGING
IS JUST A
LACK OF TRUST
IN DISGUISE.

Now I
Trust you...



[KACY MAXWELL]

LEADERSHIP



DIRECTIVE VS SUPPORTIVE

