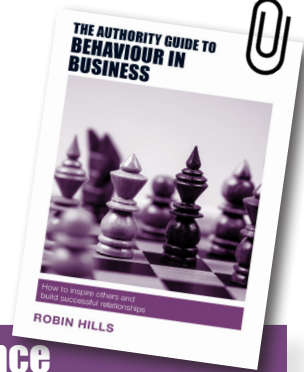


10 ways to be better at business

BEHAVIOUR IN BUSINESS



1. Emotional and social intelligence

Effective leaders are distinguished not by their cognitive intelligence or subject knowledge, but by their emotional and social intelligence - why not work on yours?

2. Emotion and intelligence

Your capacity to recognise and manage your own emotions, and perceive and deal with the feelings of others - either collectively, or on an individual basis - are vital to success in the workplace.

3. Think about situational awareness

Being socially intelligent means you can work well with others and understand group dynamics. Consider how environmental factors impact on your people, individually and at team level.

4. Have empathy

Empathy is the ability to really understand another person's perspective. Learn to see others' point of view and share in their reactions and feelings about problems, success and failure.

5. Learn to listen

Deep, active listening goes way beyond hearing and understanding the words being used. It is about being able to sense, read and react to signals that others are sending you.

6. Focus on the 'what'

When you're analysing critical errors, mistakes and transgressions, try focusing more often on **what** happened, rather than **why** it happened. You'll get the answers you need much faster.

7. Your perception is your reality

You make decisions based on how you perceive and react to the world around you. Build your emotional and social intelligence to think clearer and make more rational choices.

8. We all see things differently

The processes by which you create the filters to give your individual model of the world mean that you delete, distort, or generalise much of the information you receive. And so do others.

9. Understand your own behaviour

Your style of behaviour is closely linked to your preference to assert yourself or respond to others in social settings, and your preference to display emotion or secure control in group settings.

10. Power isn't absolute

Confident leaders have an accurate perception of their talents; they know their strengths and their weaknesses and will readily admit to them.