

eLearning Storyboard

Leading with Emotional Intelligence (EQ)

Scene 1: Introduction

Slide 1.1: Welcome	
Audio Narration	On-Screen Text, Graphics & Other Elements
Welcome to Leading with EQ: Emotional Intelligence for Leaders. In this course, you'll discover how emotional intelligence can transform the way you lead — from how you respond under pressure to how you connect with your team. You'll gain practical strategies to become more self-aware, empathetic, and emotionally agile. Let's get started.	Course Title: Leading with Emotional Intelligence Subtitle: Introduction to Emotional Intelligence Company Logo Image of diverse group of coworkers
Technical Notes	
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Slide 1.2: Learning Objectives	
Audio Narration	On-Screen Text, Graphics & Other Elements
By the time you complete this course, you will know how to: <ul style="list-style-type: none">• Define emotional intelligence (EQ)• Identify the five core components of EQ• Recognize the behaviors that demonstrate a lack of emotional intelligence• Understand the impact of low emotional intelligence, including how it can negatively affect communication, relationships, and team dynamics.• Demonstrate techniques to enhance empathy and active listening in workplace interactions.	Video to play in sync with narration listing/animating the learning objectives for the course.

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<ul style="list-style-type: none">• Create a personal development plan to strengthen emotional intelligence through practical, everyday application.	
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Scene 2: What is Emotional Intelligence

Slide 2.1: What is Emotional Intelligence (EQ)?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Let's take a closer look at emotional intelligence — also known as EQ. EQ is the ability to understand and manage your own emotions, and to recognize and influence the emotions of others. It's more than just being kind — it's about being thoughtful, self-aware, and intentional in how you lead.</p> <p>There are five key components of EQ: self-awareness, self-regulation, motivation, empathy, and social skills. Each plays an essential role in effective leadership.</p> <p>Take a moment to explore each element. Click on the icons to dive into the definition, learn how it shows up in leadership, and reflect on where you might strengthen your own skills.</p>	<p>Central hub graphic: EQ model wheel with five clickable icons. Each icon will open with a definition for each of the five key components.</p>
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Scene 3: Poor Emotional Intelligence in Leadership

Slide 3.1: The Bad Boss	
Audio Narration	On-Screen Text, Graphics & Other Elements
Let's see what happens when emotional intelligence is missing in leadership. In this scenario, you'll observe a team meeting led by a manager under pressure — and unaware of how their behavior is affecting others.	<p>Introduce a short, realistic scenario (2 minute animated video) of a team meeting where the leader displays poor EQ behaviors:</p> <ul style="list-style-type: none"> • Dismissive tone • Ignoring emotional cues • Blaming others for failure • Lack of empathy
Now take a moment to reflect. What behaviors stood out? How do you think this leader made their team feel? What would you do differently?	Text of each question with an answer box and a submit button.
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Scene 4: Strong Emotional Intelligence

Slide 4.1: The Empowering Leader	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Leadership isn't just about making decisions — it's about how you show up in the moments that test your composure.</p> <p>Emotional intelligence plays a critical role when situations get uncomfortable, especially in front of your team. Let's walk through a common challenge: you're leading a virtual meeting, and something unexpected happens.</p>	<p>Graphic of a team in a meeting where the manager is presenting.</p> <p>Company Logo Image of diverse group of coworkers</p>

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<p>Pay attention to your reaction and consider how an emotionally intelligent leader would respond.</p>	
	<p>Knowledge Check:</p> <p>What is the most emotionally intelligent way to respond in the moment?</p> <p>A. Interrupt them back and say, “Let me finish first before jumping in.”</p> <p>B. Pause, take a breath, and say calmly, “Thanks for your input — let’s circle back to it after I finish outlining the plan.”</p> <p>C. Go silent for a moment, then continue talking without acknowledging the interruption.</p> <p>D. End the meeting early and follow up with the team later.</p> <p>Once learner hit the submit button, the correct answer and feedback will appear on the screen.</p> <p>B – Calmly acknowledge the input and refocus the meeting.</p> <p>If correct (B): Great job! You showed emotional regulation and professionalism. Recognizing the interruption without escalating shows leadership maturity.</p> <p>If incorrect (A, C, or D):</p>

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	Not quite. Emotionally intelligent leaders stay present, manage reactions, and redirect with composure. Think about how your response influences team tone.
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Learner click on the Next button to proceed to the next page.	

Scene 5: EQ in Action

Slide 5.1: Managing Team Emotions	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>As a leader, you're not just responsible for delivering results — you're also responsible for creating a space where your team feels heard and supported. Emotional intelligence helps you recognize when your team is struggling — even when no one says it directly.</p> <p>Let's explore a situation where one of your team members seems emotionally off. How would you respond?</p>	<p>Graphic</p> <p>Creating a safe space → recognition → helping</p>
	<p>Knowledge Check:</p> <p>What's the most emotionally intelligent way to approach this situation?</p> <p>Response Options:</p> <p>A. Send a group email reminding everyone to stay focused and productive.</p> <p>B. Call Jordan out publicly in the next meeting and ask what's going on.</p>

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	<p>C. Schedule a 1:1 with Jordan and say, "I've noticed you're quieter than usual — is everything okay?"</p> <p>D. Assume they'll bounce back soon and leave it alone for now.</p>
<p>Leaders often face moments where something feels <i>off</i> — but nothing has been said directly.</p> <p>Emotional intelligence helps you lean in with empathy and curiosity, not assumption or avoidance.</p> <p>Checking in privately and respectfully shows your team that you see them — not just their output.</p>	<p>Correct Answer:</p> <p>C – Private, empathetic check-in.</p> <p>Learner Feedback:</p> <p>If correct (C):</p> <p>Exactly right! A thoughtful, private check-in shows empathy, builds trust, and gives your team member space to open up without pressure.</p> <p>If incorrect (A, B, or D):</p> <p>Not quite. Emotional intelligence means noticing behavior changes and responding with care — not avoiding or escalating the situation.</p>
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Slide 5.2 Giving Feedback with Emotional Intelligence	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Giving feedback is a core part of leadership — but how you deliver it can strengthen or strain your relationships. Emotionally intelligent leaders know that timing, tone, and empathy matter just as much as the message itself.</p>	<p>Graphic of a manager giving feedback to a direct report.</p>

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<p>In the next scenario, you'll be giving constructive feedback to a team member. Let's see how you would handle it.</p>	
	<p>Knowledge Check:</p> <p>A team member, David, recently submitted work that missed several key details. This isn't the first time — it's becoming a pattern. You're frustrated because this affects the rest of the team, but you want to address it constructively without damaging morale.</p> <p>What's the most emotionally intelligent way to give David feedback?</p> <p>A. Schedule a meeting and say, "You keep missing things — this is getting unacceptable." B. Wait until the next team meeting and bring it up as an example for everyone. C. Meet with Alex privately and say, "I've noticed a pattern in recent submissions — can we talk through what's going on and how I can support you?" D. Avoid bringing it up now to avoid conflict and revisit in their annual review.</p>
<p>When it comes to feedback, your emotional intelligence shows up in how you deliver it. Public embarrassment or delayed conversations can damage trust. A one-on-one check-in that's supportive and specific helps your team member grow without feeling attacked — and that's what strong leadership looks like.</p>	<p>Correct Answer:</p> <p>C – Private, empathetic feedback conversation.</p> <p>Learner Feedback:</p> <p>If correct (C):</p>

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	<p>Great job! You addressed the issue directly while creating space for dialogue. Emotionally intelligent feedback invites ownership, not defensiveness.</p> <p>If incorrect (A, B, or D): That approach may trigger defensiveness or erode trust. EQ-based feedback is timely, private, and collaborative — not reactive or delayed.</p>
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Slide 5.3 Navigating Team Tension	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Tension between team members is inevitable — but it's how you respond that defines your leadership.</p> <p>Emotional intelligence helps you defuse conflict early, stay neutral, and guide your team back to shared goals. In the next scenario, you'll navigate team tension and demonstrate emotionally intelligent decision-making.</p>	<p>On screen text with the following bullets animated in:</p> <ul style="list-style-type: none"> • Defuse conflict early • Stay neutral • Guide your team back to shared goals
	<p>Knowledge Check:</p> <p>Two of your team members, Sam and Riley, have been noticeably short with each other during meetings. During a recent call, Riley made a sarcastic comment that Sam ignored — but the mood shifted.</p> <p>The project deadline is approaching, and you're concerned that this tension might impact collaboration.</p>

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	<p>What's the most emotionally intelligent way to respond as the leader?</p> <p>Response Options:</p> <p>A. Publicly ask them in the next meeting to “work out their differences.”</p> <p>B. Ignore it for now — they're adults and should resolve it themselves.</p> <p>C. Check in with each person privately to understand what's going on, then bring them together for a collaborative conversation.</p> <p>D. Reassign one of them to a different project to avoid further tension.</p>
<p>Team tension can't always be avoided — but how you lead through it makes all the difference.</p> <p>Emotional intelligence means creating space to listen, understand different perspectives, and guide your team toward resolution.</p> <p>Avoiding or escalating the issue can break trust — but private, respectful check-ins help you lead with integrity and clarity.</p>	<p>Correct Answer:</p> <p>C – Private, empathetic feedback conversation.</p> <p>Learner Feedback:</p> <p>If correct (C):</p> <p>Great job! You addressed the issue directly while creating space for dialogue. Emotionally intelligent feedback invites ownership, not defensiveness.</p> <p>If incorrect (A, B, or D):</p> <p>That approach may trigger defensiveness or erode trust. EQ-based feedback is timely, private, and collaborative — not reactive or delayed.</p>
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Scene 6: Final Knowledge Check

Slide 6.1: Final Knowledge Check	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>Knowledge Check:</p> <p>Instructions: You must score at least 70% to pass this knowledge check.</p> <p>You can retake the quiz if needed — emotional intelligence is built through reflection and practice.</p> <p>1. True or False</p> <p>Emotional intelligence can be strengthened through practice and reflection.</p> <p>Answer: True</p> <p>Correct:</p> <p>Exactly! Like any leadership skill, EQ improves with effort, feedback, and self-awareness.</p> <p>Incorrect:</p> <p>Almost. EQ isn't fixed — it can absolutely be developed through conscious practice.</p> <p>2. Multiple Choice</p> <p>Which of the following best demonstrates empathy in leadership?</p> <p>A. Listening to respond quickly</p> <p>B. Giving frequent instructions</p>

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	<p>C. Seeking to understand your team members' experiences and challenges D. Offering solutions before hearing the problem</p> <p>Correct: Correct! Empathy is about perspective-taking and understanding.</p> <p>Incorrect: Almost! True empathy involves listening deeply and understanding others' points of view.</p> <p>3. True or False Emotional intelligence is only useful for people-facing roles. Answer: False</p> <p>Correct: Correct! EQ is valuable in all roles — especially in decision-making and collaboration.</p> <p>Incorrect: Not quite. All leaders benefit from EQ, regardless of how often they interact with people.</p> <p>4. Multiple Choice A team member is frustrated and disengaged. What's the most emotionally intelligent first step? A. Tell them to focus on their tasks B. Call them out during a team meeting C. Check in privately and ask if everything is okay</p>
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	<p>D. Assume it's a personal issue and ignore it</p> <p>Correct: Yes! A private, empathetic check-in creates space for connection and support.</p> <p>Incorrect: Not quite. EQ leaders show empathy by making space for private and respectful dialogue.</p> <p>5. Multiple Choice What does self-regulation allow a leader to do?</p> <p>A. Avoid expressing emotions B. Pause before reacting under pressure C. Control other people's behavior D. Avoid addressing conflict altogether</p> <p>Correct: Correct! Self-regulation helps you respond thoughtfully rather than react impulsively.</p> <p>Incorrect: Not quite. Self-regulation is about managing your own emotions, not avoiding them.</p> <p>6. Multiple Choice What is the most emotionally intelligent way to respond when tension arises between team members?</p> <p>A. Reassign them to avoid conflict B. Call them out during the next meeting</p>
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	<p>C. Meet with them privately, then facilitate a constructive team discussion</p> <p>D. Ignore it and hope it resolves itself</p> <p>Correct:</p> <p>Correct. EQ leaders address issues early and constructively — not avoid them.</p> <p>Incorrect:</p> <p>Not quite. Ignoring or escalating tension won't resolve it. Try a calm, direct approach instead.</p> <p>7. Multiple Choice</p> <p>Which of the following best defines emotional intelligence (EQ)?</p> <p>A. Being extroverted and well-liked</p> <p>B. Always staying calm in every situation</p> <p>C. Recognizing, understanding, and managing your emotions and the emotions of others</p> <p>D. Avoiding emotional conversations in the workplace</p> <p>Correct:</p> <p>Correct! EQ is about awareness, regulation, and empathy — not emotional avoidance.</p> <p>Incorrect:</p> <p>Not quite. Emotional intelligence involves recognizing and managing both your emotions and those of others.</p> <p>8. True or False</p>
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	<p>Emotionally intelligent leaders avoid sharing feedback to prevent conflict. Answer: False</p> <p>✓ Correct: Correct. EQ-based feedback is direct, respectful, and helps people grow.</p> <p>Incorrect: Not quite. Avoiding feedback can cause bigger issues. EQ means being honest and respectful.</p> <p>9. Multiple Choice What is a sign of self-awareness in a leader? A. Recognizing how your mood affects your communication B. Expecting your team to adapt to your style C. Avoiding difficult conversations D. Always agreeing with the majority</p> <p>Correct: Exactly. Self-awareness includes recognizing how your emotions influence your behavior.</p> <p>Incorrect: Not quite. Self-awareness is about understanding your inner state and its impact on others.</p> <p>10. Multiple Choice You're giving feedback on a project that missed the mark. What's the best EQ-based approach?</p>
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	<p>A. Criticize the work in front of the team B. Delay feedback until the next review cycle C. Give specific, private feedback and invite a discussion D. Send feedback via email to avoid discomfort</p> <p>Correct: Exactly! EQ feedback is timely, specific, and invites dialogue.</p> <p>Incorrect: Not quite. EQ feedback is best delivered privately and with a collaborative tone.</p>
<p>“Great job — you’ve completed the final knowledge check! Your results show that you’ve built a strong foundation in emotional intelligence and how it applies to effective leadership.</p> <p>Remember, EQ isn’t a finish line — it’s a skill that grows with continued reflection and real-world practice. Take what you’ve learned here into your next conversation, your next decision, your next challenge.</p> <p>And keep leading with awareness, empathy, and purpose.”</p>	<p>Animation of EQ badge</p>
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Scene 7: Course Conclusion

Slide 7.1: Course Conclusion	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>You've completed the <i>Emotional Intelligence for Leaders</i> course.</p> <p>Through self-awareness, self-regulation, motivation, empathy, and social skills, you now have a stronger foundation to lead with emotional intelligence — and to inspire that mindset in others.</p> <p>Emotionally intelligent leadership is not about being perfect — it's about staying present, responding with intention, and committing to growth.</p>	<p>Animation Congratulations Element</p> <p>Link to download Completion Certificate</p>
Technical Notes	
Learner click on the Exit button to exit from course.	