

The Power of Being Human: Vulnerability & Emotional Intelligence in Leadership



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Learning Objectives

After this session participants will be able to:

- **Define vulnerability in leadership and explain how it supports psychological safety**
- **Describe the four domains of emotional intelligence and their relevance to leadership behavior**
- **Apply vulnerability-based communication strategies to improve collaboration within pharmacy teams**

Do You Want to Be:



Leadership = Leveling Up

- **EMOTIONAL INTELLIGENCE**
- **VULNERABILITY**
- **PSYCHOLOGICAL SAFETY**

=

LEADERSHIP POWER-UPS



Emotional Intelligence

Managing Ourselves

- **Self-Awareness**
- **Self-Management**



Managing Relationships

- **Social Awareness**
- **Relationship Management**

Emotional Intelligence in Action

We've All Been Through One...

- **Performance Review**
- **Annual Evaluation**
- **Feedback Session**
- **Resident/Student Evaluation**



Vulnerability in Leadership

- **Admitting uncertainty**
- **Asking for input**
- **Acknowledging mistakes builds trust**



Psychological Safety

A shared belief that a team is safe for interpersonal risk-taking

Teams feel safe to:

- **Speak up**
- **Ask questions**
- **Admit mistakes**
- **Share ideas**



Reflection

Who would you rather follow?



Leader who listens

OR



Leader who dismisses

Leadership Power-Ups



CURIOSITY



SELF-AWARENESS



SELF-MANAGEMENT

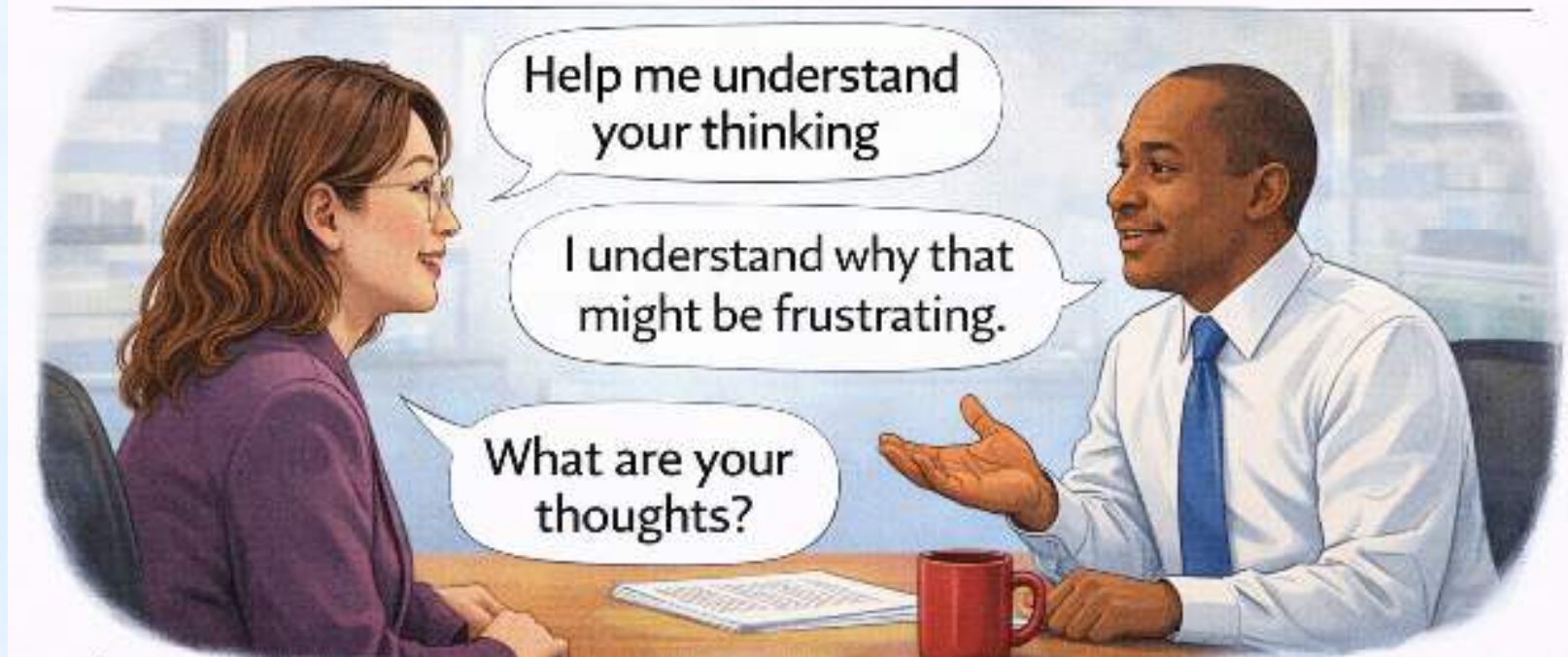


VULNERABILITY

Goleman 1995; Brown 2018; Super Mario Bros. imagery © Nintendo

Vulnerability-Based Communication

- Curiosity before correction
- Acknowledge and validate
- Acknowledge and validate
- Invite input



Final Takeaways

- 1. Do you want to be RIGHT or EFFECTIVE**
- 2. Don't make people feel like crap**
- 3. Level up so people trust you, follow you, and feel safe with you**

References

- **Brown B. Dare to Lead: Brave Work. Tough Conversations. Whole Hearts. New York, NY: Random House; 2018.**
- **Goleman D. Emotional Intelligence: Why It Can Matter More Than IQ. New York, NY: Bantam Books; 1995.**
- **Edmondson AC. Psychological safety and learning behavior in work teams. Adm Sci Q. 1999;44(2):350-383.**



Until the Next Level !!...



THANK YOU!

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