



## Values-Based Leadership

### Building Bridges How Emotional Intelligence Strengthens Organizational Values



If you've been reading Leder Development Institute's (LDi) ["Values Based Leadership" newsletter](#) you understand how values play a pivotal role in shaping employee behaviors, decisions, and interactions. However, the significance of organizational values extends beyond mere rhetoric; they also serve as a catalyst for fostering emotional intelligence (EQ) among employees. Emotional intelligence comprises of self-awareness, self-regulation, social awareness, and relationship management and are all crucial for navigating what can sometimes be complex workplace dynamics. When aligned with an organization's core values, EQ becomes not just a personal attribute but a collective asset (i.e. culture) that optimizes productivity and enhances the overall workplace atmosphere. Making EQ part of your core values means that you are committed to using your emotions in a positive and productive way. Conversely, living by your core values will drive your emotions and subsequent behavior.



Over the years I have had the honor to work with those who serve our veterans - the Veterans Administration (VA-VHA, VBA, VISNs), where the values of **integrity**, **commitment**, **advocacy**, **respect**, and **excellence (I CARE)** are deeply ingrained. By embodying these values, employees are encouraged to cultivate empathy, understand the diverse needs of veterans, and respond to

challenging situations with resilience and compassion. This alignment between organizational values and EQ manifests across the spectrum of veteran needs and expectations as well as among co-workers in improved veteran care and support, reduced conflicts among staff, and enhanced employee satisfaction. Through targeted training programs with LDi and other leadership initiatives, the VA reinforces the connection between its values and the development of emotional intelligence, fostering a culture of empathy and collaboration that is in sync with their [I CARE \(https://www.va.gov/icare/in-action/2021.asp#onea\)](https://www.va.gov/icare/in-action/2021.asp#onea) values.

Another example is LDi's work with the Department of Homeland Security (DHS), a strong emphasis on values such as **integrity**, **vigilance**, and **respect** shape the behavior and mindset of its workforce. In a high-pressure environment, whether it be in an office environment or out in the field where quick decision-making and effective communication are paramount, emotional intelligence becomes indispensable. By integrating EQ competencies into recruitment, training, and performance evaluations, the DHS not only enhances individual capabilities but also cultivates a cohesive and resilient organizational culture. Employees who embody emotional intelligence can navigate sensitive situations tactfully, build trust with stakeholders, and adapt swiftly to evolving challenges, thereby bolstering the agency's mission of safeguarding the nation.

For organizations seeking to leverage this symbiotic relationship between values and emotional intelligence, several actionable strategies can be implemented. First, leaders must lead by example ([VBL #7 - Leading by Example: Harnessing Core Values for Personal and Professional Growth](#)), embodying the organization's values and demonstrating emotional intelligence in their interactions. Secondly, training programs should be tailored to develop EQ competencies, incorporating real-life scenarios and role-playing exercises. Thirdly, feedback mechanisms should be established to recognize and reinforce behaviors that align with organizational values and demonstrate emotional intelligence ([NL #3 Values and Culture](#)). By prioritizing the cultivation of EQ within the context of core values, organizations can create an environment where employees thrive personally and professionally, driving sustainable growth and success.

Be Extraordinary!

*Anthony Tormey*



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Would you like to talk about how Leader Development Institute can help you and your organization?

**LET'S TALK!**

Reach out to us at 1-888-VISIT-LDi (1-888-474-8534), or drop us an email at [Solutions@LDiworld.com](mailto:Solutions@LDiworld.com). [Click here](#) to view or download our informational one-pager to read more about LDi. **Let's embark on this journey of growth together!**

Successful people live by a set of closely followed rules and values, have you read LDi's Rules for Success? These rules will help you hone in on the best success practices that benefit you in all areas of your life, personal and professional. You can find LDi's Rules for Success [HERE](#).