

# Hearts & Minds

## Inspirational Leadership through Emotional Intelligence

A Jigsaw Better Business leadership development programme

Every leader faces moments when the right technical answer isn't enough; When a team needs to be brought on board with change, when a difficult conversation can't be avoided, when pressure runs high.

These moments demand something different from knowledge or expertise alone. They demand **emotional intelligence**.

### Sound familiar?

- ▶ Feedback conversations go badly, or are avoided
- ▶ Change initiatives don't stick
- ▶ Trust is lacking
- ▶ Pressure brings out the worst, not the best
- ▶ Your best people are quietly disengaging
- ▶ Communication keeps breaking down
- ▶ Conflict is unproductive or toxic
- ▶ You're holding it all together, but at a cost

### Why emotional intelligence?

#### The skills AI can't replace

Empathy, communication, self-regulation, and the ability to bring people with you are key to future-proofing yourself.

#### Proven to drive performance

EQ consistently predicts job performance in any role involving people, pressure, or complexity.

#### What separates good leaders from great ones

Technical ability gets you into the role. Emotional intelligence determines how far you go.

## What is Hearts & Minds?

**Hearts & Minds** is a practical, evidence-based programme that helps leaders build and apply emotional intelligence - the human skills that drive performance, relationships, and resilience. Grounded in the world-leading **EQ-i 2.0 framework** (one of the most widely used EI assessment tool globally), it combines group learning, personal insight, and expert coaching to create lasting, measurable change.

## What you'll gain

|                                                                                                 |                                                                                                      |                                                                                                             |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Greater self-awareness</b><br>Understand your emotional patterns and their impact on others. | <b>Clearer communication</b><br>Say what you mean, with impact. Handle difficult conversations well. | <b>Stronger relationships</b><br>Build the trust and rapport that makes real teamwork possible.             |
| <b>Better decisions under pressure</b><br>Stay objective when it matters most.                  | <b>Resilience &amp; adaptability</b><br>Handle setbacks without burning out. Lead through change.    | <b>A measurable baseline</b><br>EQ-i 2.0 gives you data and a clear road forward. It removes the guesswork. |

## What's included

01

### Workshop Series

3 × half-day sessions

- Self-awareness, communication & assertiveness
- Empathy, interpersonal skills & decision-making
- Resilience, stress management & leading through change

02

### EQ-i 2.0 Assessment & Debrief

Measure what matters

- Complete the world's leading EI psychometric assessment
- Receive your personalised, in-depth report
- 1:1 coaching debrief with an experienced coach

03

### Optional Coaching

3 individual sessions

- Deepen insight from your assessment results
- Work on specific leadership challenges
- Accountability, planning & momentum

### For your organisation

Bring Hearts & Minds in-house as a closed programme for your leadership team or management cohort.

- ✓ Tailored to your context and culture
- ✓ Run on your schedule and location
- ✓ Cost-effective for groups of 6+
- ✓ Optional EQ-i team report or 360-degree feedback

### Who is this for?

Leaders, managers, and anyone who leads, influences, or motivates others, especially those navigating change, complex team dynamics, or growing responsibility.

### Open programme

Join a small, curated cohort of leaders from different organisations and industries.

- ✓ Ideal for individual leaders and smaller businesses
- ✓ Benefit from cross-industry peer learning
- ✓ Scheduled cohorts throughout the year
- ✓ Register your interest below

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**Emma Plant, Vet & Business Owner**

## Testimonials

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**Emma Plant, Vet & Business Owner**

*"The tools and methods are so valuable for all businesses to help us work better together. These sessions are inspirational. The group dynamic that she's created is also wonderful."*

**Rosie Mansfield, CEO**

*"Even though this course took me out of my comfort zone I really enjoyed it and got some good ideas from it. I feel I even grew in confidence over the 3 days."*

**- M**

## Ready to take the next step?

Register your expression of interest or get in touch to find out more.

- **Expression of Interest:** [jigsawbetterbusiness.ie/leanleader](https://jigsawbetterbusiness.ie/leanleader)
- **Email:** [hello@jigsawbb.ie](mailto:hello@jigsawbb.ie)