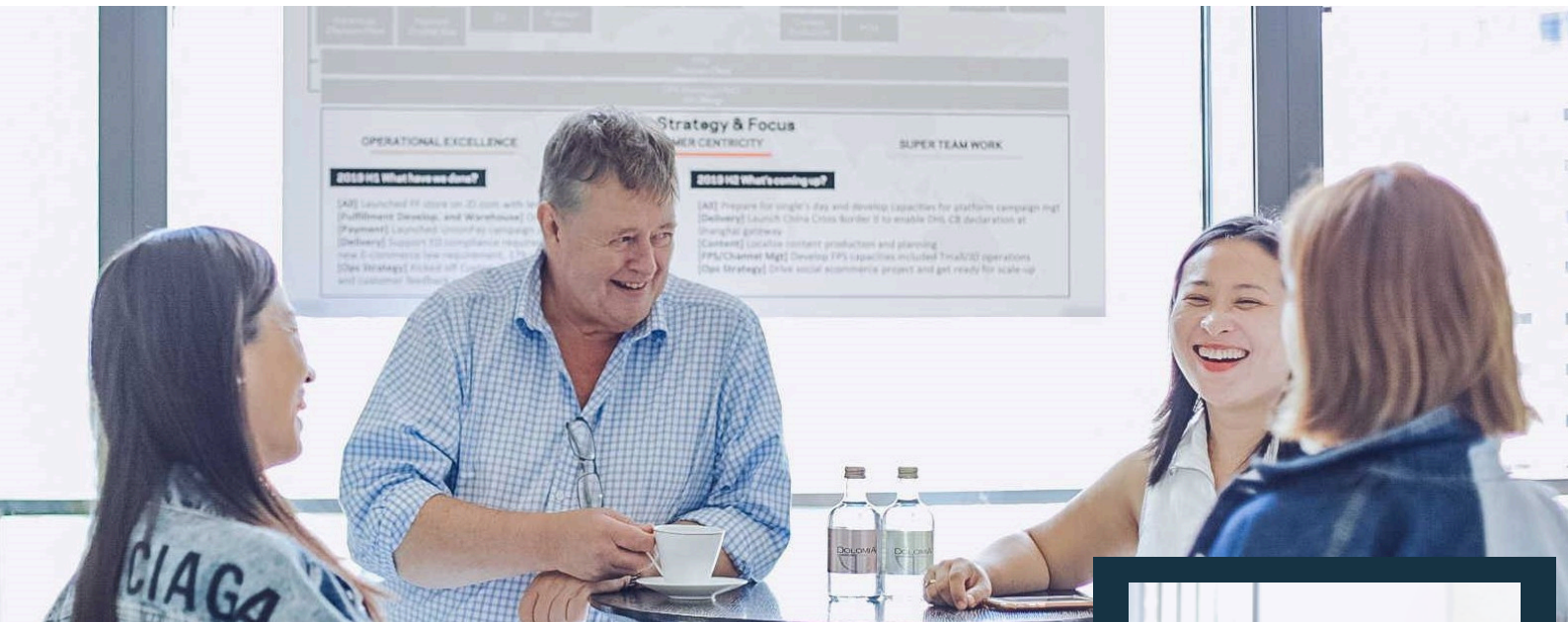


# ROSTRUP REPORT



## BUILD YOUR TEAM AND YOURSELF: MASTERING SOFT (YET ACTUALLY HARD) SKILLS AND EMOTIONAL INTELLIGENCE (EQ)

Spring and summer are times for growth, and that means creating a flourishing work environment. Whether you're a leader boosting team dynamics or an employee looking to elevate your personal effectiveness, soft skills and emotional intelligence (EQ) are essential tools. This newsletter explores five key areas to help you and your team blossom.



**HANS ROSTRUP**

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# THE EMPATHY EDGE: LEADING WITH UNDERSTANDING

**Leaders:** Understanding your team members' emotions fosters trust and motivates them to excel.

- **Read the Room:** Pay attention to non-verbal cues to gauge emotional reactions.
- **Practise Active Listening:** Truly hear what's being said and the emotions behind it.
- **Offer Support:** Show genuine concern and create a safe space for open communication.

**Employees:** Recognising your leader's emotional cues can help you understand communication and expectations.

- **Up Your Game:** Practice active listening and offer solutions, not just problems.
- **Consider the Bigger Picture:** Acknowledging your leader's goals fosters teamwork.



**Enhance your soft skills (like Bjorn the bear) with the new Up Programmes emotional intelligence training. Learn to identify emotions, manage your own, and build stronger connections.**

## COMMUNICATION KRYPTONITE: BANISH THESE PHRASES FROM YOUR WORKPLACE

**Leaders:**

**Unintentionally harmful communication can create a negative work environment.**

**Identify Kryptonite:** Phrases like "But..." or "You should..." can derail collaboration.

**Offer Alternatives:** Use "In addition to..." or "Have you considered...?" for a more positive approach.



**Employees:**

**Being mindful of your own communication style can enhance teamwork.**

**Up Your Game:** Focus on "I" statements to express your perspective without blame.

**Practice Clarity:** Use concise language to ensure clear understanding.



**The Up Programmes offer Communication Skills training to help you refine your message and become a more assertive communicator.**

# CONFLICT RESOLUTION: FROM CLASH TO COLLABORATION

**Conflict can be a major drain on productivity and morale. But what if it could be an opportunity for growth and positive change? This guide equips both leaders and employees with the tools they need to transform conflict from clash to collaboration.**

**Leaders: Equip your team with tools to resolve conflict constructively.**

**Facilitate Discussion:** Maintain a calm environment and guide discussions towards solutions.

**Focus on the Issue:** Separate the problem from the personalities involved.



**Employees: Learn to approach conflict as an opportunity for growth.**

**Up Your Game:** Practice active listening and acknowledge the other person's perspective.

**Seek Common Ground:** Find solutions that benefit everyone.



## BUILDING TRUST: THE FOUNDATION OF STRONG TEAMS

**Leaders: Foster trust to create a collaborative and productive work environment.**

**Be Reliable:** Follow through on commitments and meet deadlines consistently.

**Practice Transparency:** Open communication builds trust and avoids misunderstandings.

**Recognise Achievements:** Celebrate successes and acknowledge individual and team contributions.



**Employees: Building trust with your leader and colleagues strengthens team dynamics.**

**Up Your Game:** Be a team player – share credit and support others' successes.

**Hold Yourself Accountable:** Own your mistakes and learn from them.



# LEADING WITH EQ: FROM MEETINGS TO MANAGEMENT

**Leaders: High EQ enables you to inspire and motivate your team.**

**Meetings:** Actively listen, encourage participation, and manage conflict effectively.

**Feedback:** Provide constructive feedback focused on growth and development.

**Motivation:** Create a positive environment and empower your team to take ownership.

**Employees: Demonstrating EQ in your work contributes to a positive and productive team environment.**

**Up Your Game:** Be mindful of your own emotions and how they impact others.

**Practice Self-Regulation:** Manage stress and remain calm under pressure.



**By cultivating the skills that underpin Emotional Intelligence, both leaders and employees can create a thriving workplace where everyone feels valued, supported, and empowered to succeed. Stay tuned for more career-boosting tips in our next newsletter and check out all of the UP Programmes [here](#).**

## TALK TO US

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