



# Emotional Sigma: The 8 Step Process To Emotionally Intelligent Leadership

*Mr Andrew Milivojevic*

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## Emotional Sigma - The 8 Step Process to Emotionally Intelligent Leadership

### Use the Discipline of Six Sigma to Improve Emotional Intelligence and Enhance Leadership

**Driving initiatives that yield positive business outcomes – faster – is the goal of every leader.**

Unfortunately, initiatives don't drive themselves. Leaders must communicate goals, get buy-in, form strong teams and manage people well. To do so, Leaders must use sophisticated skills to understand how people think and feel. They must be emotionally intelligence observers and practitioners.

**Emotional Sigma** is an 8 step process for executives, managers and business professionals. It uses **Six Sigma** to improve **Emotional Intelligence** so you can lead your teams to better business outcomes faster!

**Use this step-by-step guide as your personal coach and learn how to:**

- Recognize the symptoms that suggest positive or negative behavior
- Define emotions that create the desired or undesired state
- Measure the consequence of acting on emotions
- Analyze emotional episodes objectively
- Improve the current emotional state
- Control emotional outcomes in a positive way
- Standardize methods used to manage future emotional episodes
- Integrate emotional lessons into the leadership coaching cycle


### About the Author

**Andrew Milivojevic** is the co-author of **Quality by Experimental Design**. He has also published articles on the subjects of Productivity Improvement, **Leadership**, and Autism. During his career, he served as a Professional Engineer, Statistician, Researchers, and Executive. Andrew is currently the Founder and President of **The Knowledge Management Group Inc.**

Organizations engage Andrew to improve **Productivity** and **Leadership**. He has applied his knowledge to Research, Development, Operations, and Service. Andrew is also a sought after speaker and often quoted in various publications.

Andrew is a fellow of the American Society for Quality (ASQ). He completed his undergraduate studies in engineering at Ryerson Polytechnic University, Canada. Andrew also holds a Master's Degree in Applied Statistics from the College of Engineering, Rochester Institute of Technology, and USA.

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