

SOLUTION 05 OF 10 · ILF LEADERSHIP SOLUTIONS PORTFOLIO

Leadership Communication and Emotional Intelligence

Influencing People, Navigating Emotions, Leading Difficult Conversations

One-Day ILF Leadership Lab · Powered by the ILF 12Cs Framework

INTERNATIONAL CENTRE OF EXCELLENCE FOR TRANSFORMING LEADERSHIP DEVELOPMENT

THE CHALLENGE

Leadership failures frequently arise not because leaders lack intelligence, but because they cannot listen, manage emotions, communicate expectations or handle difficult conversations.

WHO SHOULD ATTEND

Managers

Executives

Team leaders

Public officials

Client-facing leaders



THE
INSTITUTIONAL
VALUE

“

ILF helps leaders communicate in ways that strengthen trust, alignment, relationships and performance.

Bring this Leadership Lab to your institution.

Speak with ILF Ghana about configuring this solution for your leaders and your context.

Request an executive dialogue



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Leadership Communication and Emotional Intelligence

12Cs ENGINE



Communication

The ability to influence, align and inspire through word and presence.



Character

The moral core that earns trust and leadership credibility.



Collaborative Leadership

Leading with and through others, not around them.



Coaching

Developing others rather than merely directing them.



Community Building

Creating belonging, trust and shared identity.

Allied capabilities: Emotional intelligence, listening, empathy, influence, conflict management, feedback.

HOW IT IS DELIVERED

2 TO 3 HOURS

Executive Briefing

Boards, CEOs and senior officials. Awareness, alignment, diagnosis.

1 DAY

Leadership Lab

The core ILF format.

STANDARD FORMAT

2 DAYS

Accelerator

Deeper skill-building and application for teams ready to go further.

3 TO 6 MONTHS

Transformation Journey

Diagnostic, workshops, coaching, application and measurement combined.

THE ILF 6D METHOD

1

Discover

Understand the organisation, context and leadership challenge.

2

Diagnose

Identify the underlying leadership capability gaps.

3

Design

Build the appropriate solution using the 12Cs and relevant allied capabilities.

4

Develop

Develop leaders through facilitated learning, reflection, tools and practice.

5

Deploy

Apply learning to real workplace challenges.

6

Demonstrate

Measure application, outcomes and lessons.

A GLOBAL FACULTY, LOCALLY AND INTERNATIONALLY DISPERSED



Every ILF programme is enriched by a diverse, globally dispersed faculty of practitioners. Senior figures from industry, academia, research, legislature, judiciary, the diplomatic corps and consulting, including CEOs, founders and board chairpersons with over 25 years of experience.

BEGIN WITH THE LEADERSHIP CHALLENGE PULSE

Every engagement begins with a short Leadership Challenge Pulse, so the programme is configured around the problem your institution actually has.

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