

# Problem-Solving & Emotional Intelligence in Leadership

## **Overview:**

Supervisors must balance task completion with team wellbeing. Effective leadership requires structured problem-solving and emotional intelligence (EI).

**Problem-Solving:**

Identify the issue, analyse causes, plan solutions, implement, and review outcomes.

**Emotional Intelligence:**

Stay calm, show empathy, listen actively, and communicate clearly.

**Key Points:**

Investigate before acting. Involve the team in solutions. Address issues fairly and promptly. Support morale while solving problems.

**Takeaway:**

Strong supervisors solve problems effectively while leading with empathy and fairness, building trust and resilience in their teams.