

# LEADERSHIP LESSONS *From The* PUB



HARNESSING THE POWER OF  
EMOTIONAL INTELLIGENCE TO BUILD  
A FULLY ENGAGED WORKPLACE



IRVINE NUGENT

# CONTENTS



Preface. . . . .	xi
<b>Chapter 1</b> Watch Me Build Again. . . . .	1
The Pub: An Irish Phenomena. . . . .	7
The Pub: A “Third Place” . . . . .	10
Where Does Leadership Fit In? . . . . .	10
<b>Chapter 2</b> Not For The Fainthearted . . . . .	15
The External Reality: A VUCA World. . . . .	16
The Internal Response . . . . .	17
Expand Your Hardware . . . . .	17
What Is Emotional Intelligence? . . . . .	18
1. Self-Awareness. . . . .	20
2. Self-Management . . . . .	21
3. Social Awareness . . . . .	22
4. Social Interaction. . . . .	23
My Own Journey With Emotional Intelligence. . . . .	24
<b>Chapter 3</b> Mind The Craic! . . . . .	31
LESSON #1: <i>You Get To Set The Tone</i> . . . . .	31
You Spread Your Emotions . . . . .	38
<b>Chapter 4</b> I’m Triggered, Now What? . . . . .	45
LESSON #2: <i>You Have The Power To Choose Your     Response Even When You Are Triggered</i> . . . . .	45
Learn How To Manage Your Triggerprint . . . . .	48

Practice #1: 7-Second Reset . . . . .	52
Practice #2: Visualize A Different Response To A Trigger . . . . .	53
<b>Chapter 5</b> Here Comes Everybody . . . . .	57
LESSON #3: <i>You Have The Power To Build     Community</i> . . . . .	57
If You Build It, They Will Stay . . . . .	61
<b>Chapter 6</b> Fado Fado (Once Upon A Time) . . . . .	71
LESSON #4: <i>You Are Called To Be A Seanechaí     (Storyteller)</i> . . . . .	71
The Leader As A Seanechaí . . . . .	78
<b>Chapter 7</b> Like A Bridge Over Troubled Water . . . . .	87
LESSON #5: <i>You Are Called To Be A Bridge, Not A     Wall.</i> . . . . .	87
<b>Chapter 8</b> When Words Fail, Music Speaks . . . . .	103
LESSON #6: <i>You Are Called To Hold Space</i> . . . . .	103
Celebration And Joy . . . . .	106
Loss . . . . .	107
Hope And Optimism . . . . .	109
Creating Space For Resilience To Grow . . . . .	110
<b>Chapter 9</b> Time After Time . . . . .	119
LESSON #7: <i>You Have The Power To Be A Thin Place</i> . . . . .	119
<b>Chapter 10</b> SLÁINTE . . . . .	135
Be Sure To Taste Your Words Before You Spit Them Out . . . . .	136
LESSON #1: <i>You Get To Set The Tone</i> . . . . .	137
LESSON #2: <i>You Have The Power To Choose Your     Response Even When You Are Triggered</i> . . . . .	137

TABLE OF CONTENTS

Two People Shorten The Road . . . . . 137

LESSON #3: *You Have The Power To Build  
Community* . . . . . 137

Time Is A Great Storyteller . . . . . 137

LESSON #4: *You Are Called To Be A Seanechai  
(Storyteller)* . . . . . 138

Do Not Break Your Shin On A Stool That Is Not In  
Your Way . . . . . 138

LESSON #5: *You Are Called To Be A Bridge, Not A  
Wall.* . . . . . 138

A Good Laugh And A Long Sleep Are The Two Best  
Cures For Anything. . . . . 138

LESSON #6: *You Are Called To Hold Space.* . . . . . 139

God Made Time, But Man Made Haste . . . . . 139

LESSON #7: *You Have The Power To Be A Thin Place.* . . 140

Putting It All Together. . . . . 140

Watch Me Build Again . . . . . 142

Acknowledgments . . . . . 145

About The Author . . . . . 149

Endnotes . . . . . 153