

EITC



Emotional Intelligence & Leader Performance Webinar: Coaching

Brought to you by



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Agenda

1. What is Coaching?
2. Why does it matter?
3. EQ Competencies correlated with Coaching
4. Questions
5. Summary

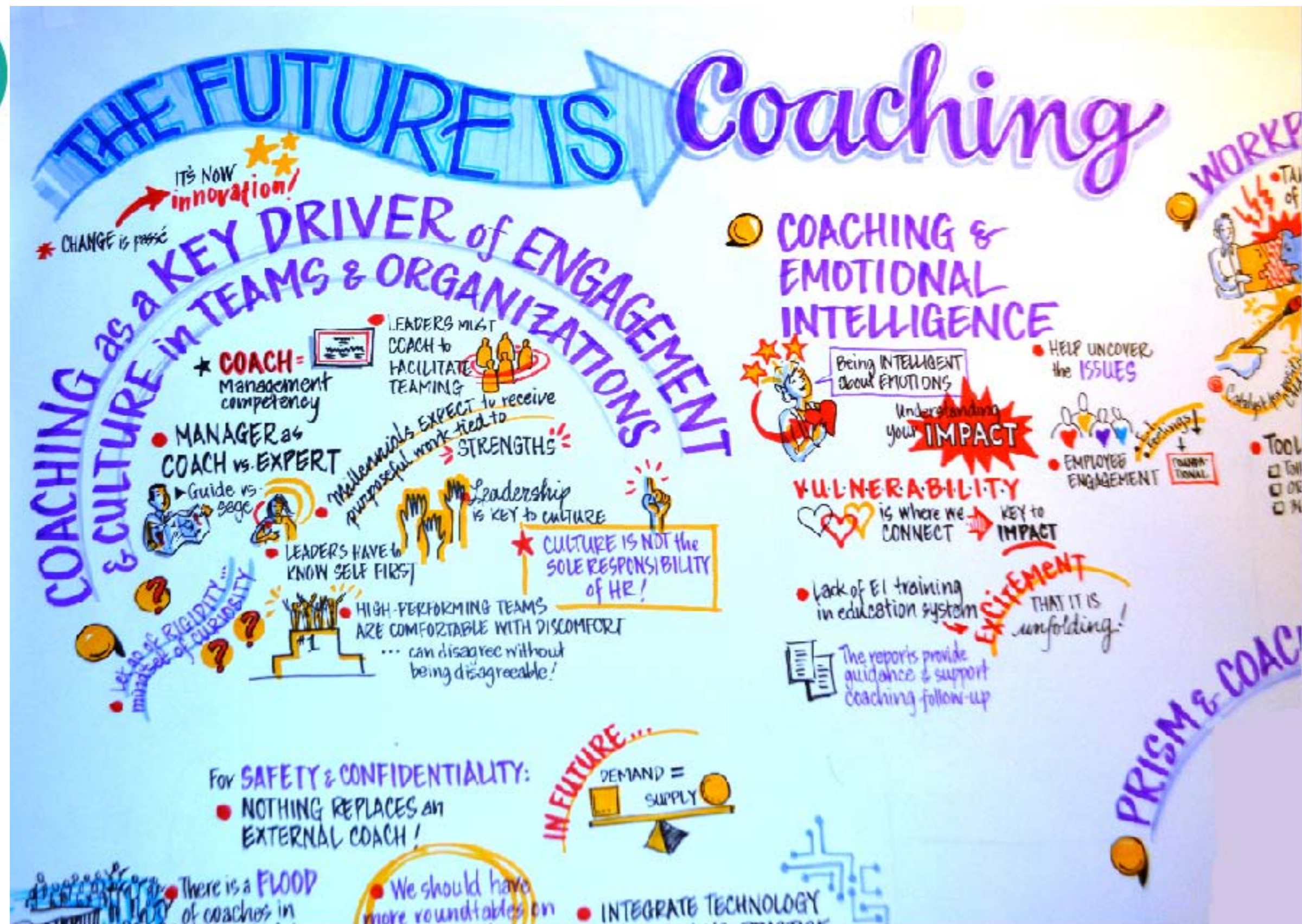




Coaching is...



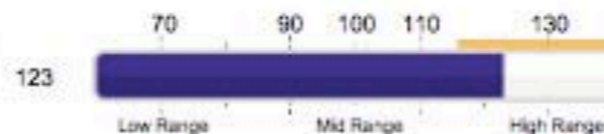
1. “Unlocking a person’s potential to maximize their own performance.”(Whitmore, 2003)
2. “A collaborative, solution focused, result-orientated and systematic process” (Grant, 1999, basic definition also referred to by the Association for Coaching, 2005).
3. “A professional partnership between a qualified coach and an individual or team that support the achievement of extra-ordinary results” (ICF, 2005)
4. “The art of facilitating the performance, learning and development of another” (Downey, 2003)
5. “Coaching is about developing a person’s skills and knowledge leading to the achievement of organizational objectives.” (CIPD, 2009)
6. “Psychological skills and methods are employed in a one-on-one relationship to help someone become a more effective manager or leader.” (Peltier, 2010)
7. [Co-active] coaching is “a powerful alliance designed to forward and enhance a life-long process of human learning, effectiveness and fulfilment” (Whitworth et al, 2007)
8. “Coaching is about enabling individuals to make conscious decisions and empowering them to become leaders in their own lives” (Wise, 2010)







Overview Total EI



Name: Ms. Sample



Self-Perception Composite

115

Self-Regard
Respecting oneself; Confidence

113

Self-Actualization
Pursuit of meaning; Self-improvement

114

Emotional Self-Awareness
Understanding own emotions

111

Self-Expression Composite

128

Emotional Expression
Constructive expression of emotions

123

Assertiveness
Communicating feelings, beliefs; Non-offensive

123

Independence
Self-directed; Free from emotional dependency

119

Interpersonal Composite

113

Interpersonal Relationships
Mutually satisfying relationships

111

Empathy
Understanding, appreciating how others feel

105

Social Responsibility
Social consciousness; Helpful

119

Decision Making Composite

125

Problem Solving
Find solutions when emotions are involved

125

Reality Testing
Objective; See things as they really are

114

Impulse Control
Resist or delay impulse to act

120

Stress Management Composite

119

Flexibility
Adapting emotions, thoughts and behaviors

122

Stress Tolerance
Coping with stressful situations

118

Optimism
Positive attitude and outlook on life

108

70 90 100 110 130

Low Range Mid Range High Range



EQ-i^{2.0}
assess. predict. perform.

Welcome to a new way of examining your emotional intelligence (EI) skills! You will find this report has many unique features linking EI and leadership development. These features provide you with a snapshot of how your EI compares to that of other leaders and insight into your leadership strengths and potential areas for development. This report examines your results on the EQ-i 2.0 through four key dimensions of leadership:

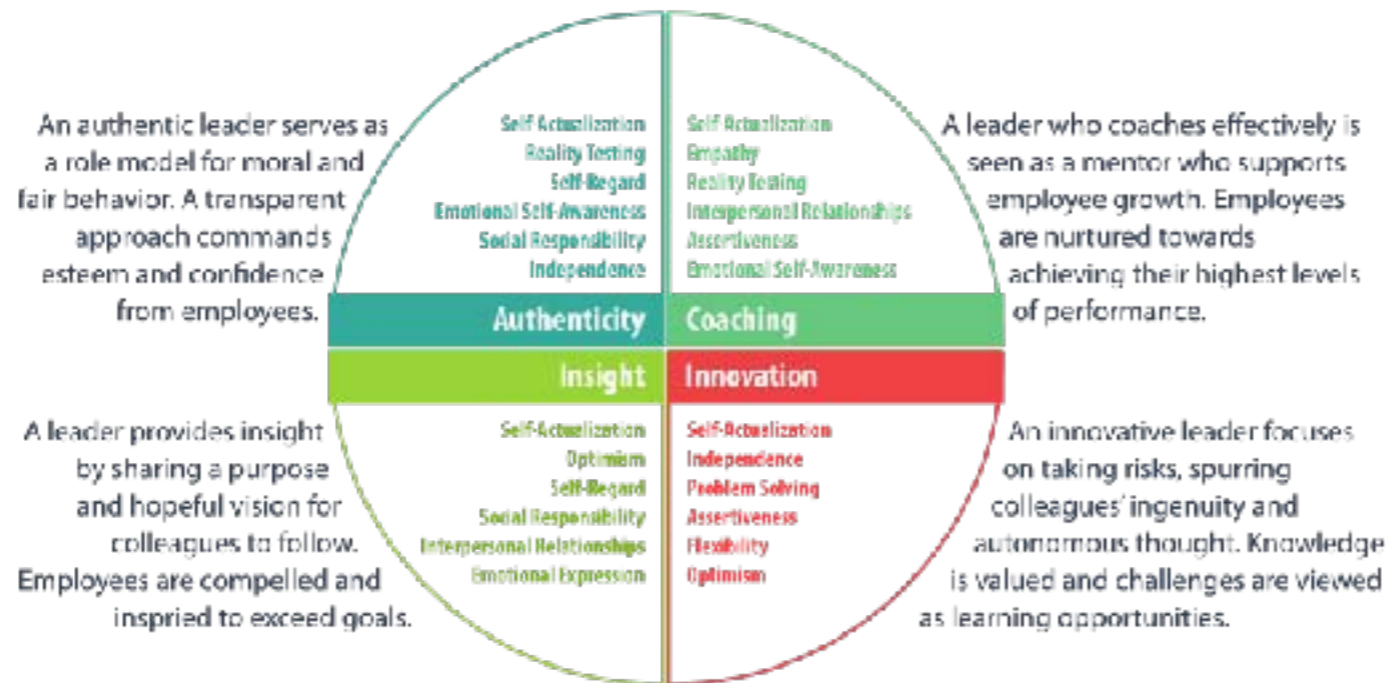
Authenticity	Coaching	Insight	Innovation
An authentic leader serves as a role model for moral and fair behavior. A transparent approach commands esteem and confidence from employees.	A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are nurtured towards achieving their highest levels of performance.	A leader provides insight by sharing a purpose and hopeful vision for colleagues to follow. Employees are compelled and inspired to exceed goals.	An innovative leader focuses on taking risks, spurring colleagues' ingenuity and autonomous thought. Knowledge is valued and challenges are viewed as learning opportunities.





My Leadership Scores

Chart your EQ-i 2.0® scores on the leadership wheel.



THE HEART AND SCIENCE OF WOMEN'S
LEADERSHIP

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The Emotional Intelligence
Training Company Inc.
Know. Engage. Lead.

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Multi-Health Systems Inc.

EQ-i 2.0
assess. predict. perform.



Self-Actualization

■ Leadership Impact



Authenticity



Coaching



Insight



Innovation

Leadership Implications. You are passionate about your leadership role within the organization, feel inspired and are living life in accordance with your values. You find ways to ensure that your talents are being optimally leveraged, and expect the same from your team. Your dedication to constant growth reverberates throughout your team, which is conducive to exceptional individual and team performance.

Organizational Implications. You empower employees to achieve success in their role. You bring out the best in your staff by challenging them with high standards and by inspiring them to surpass their potential. The organization may thrive under your guidance, with employee morale and fulfillment being a top concern for you. You create an atmosphere so that employees are able to accomplish great feats in their careers.





Empathy

■ Leadership Impact



Coaching

Leadership Implications. For you, empathy is a daily active process when resolving conflict, managing change, or making tough decisions. Your ability to show empathy usually allows you to come across as an authentic leader who can gain the trust and respect of your team. In order to be even more effective in inspiring and coaching your team, watch for instances where your empathic demeanor may crack (e.g., when you are feeling stress, or anger) and cause an emotional disconnect between you and your employees.

Organizational Implications. Although you have a reasonable level of empathy, working to increase it will benefit both you and your organization. The need to feel heard and understood is in the core nature of all human beings. Further increasing your level of empathy to provide this validation will help dampen defenses in conflict management and gain the commitment you need to achieve common goals.



Reality Testing

■ Leadership Impact



Authenticity



Coaching

Leadership Implications. Your ability to see most situations objectively may lead you to make very black and white conclusions: something is right or it is wrong, there are no shades of grey. This sets you up to be a trusted and respected leader with clear ethics; people will seek you out for your realistic appraisal of a situation. Coaching and performance management conversations are likely to be securely grounded in evidence, so be careful not to dismiss good intentions and efforts when results aren't meeting your expectations.

Organizational Implications. Because you frequently see situations as they really are (and not as you wish them to be), people likely turn to you for the hard facts, and you may be a key resource within the organization to make tough decisions. Leaders like yourself who can accurately size up external events and solve problems based on this assessment tend to be capable of greater achievements. Watch that your objectivity doesn't get in the way of your creativity and willingness to set stretch goals.



Interpersonal Relationships

■ Leadership Impact



Coaching



Insight

Leadership Implications. Your Interpersonal Relationships result indicates that you value maintaining confidences, team harmony, and open communication in your relationships. These features of authentic relationships help you engage the hearts and minds of your team. You likely have built loyal relationships where you know people at a very personal level. By maintaining a strong rapport, you can motivate and inspire others towards innovative and challenging goals.

Organizational Implications. You likely have a commitment to forming healthy interpersonal networks throughout the organization and are able to share the benefits of these connections with those you lead. The consistent and natural effort that you invest in relationship maintenance likely provides you the opportunity to influence the organizational stage by leveraging the people you know to get the job done.



Assertiveness

■ Leadership Impact



Coaching



Innovation

Leadership Implications. Your results suggest that you likely pull on strong emotions and convictions to state your position. This is a crucial skill to have when leading a team; it helps in gaining your team's buy-in and inspiring them towards innovative solutions. Further, a high level of assertiveness helps to gain the resources your team needs and proactively clear obstacles in the path of your team's success. While such situations require you to be an assertive leader, others may require you to be more flexible in your thinking. Becoming too rigid in defending your position may result in unproductive, stubborn, or aggressive behavior.

Organizational Implications. Your results suggest that you are skilled at getting your point across in a clear and confident manner. This skill is likely to help you resolve conflict, leverage organizational resources, openly voice your opinion, and contribute to the success of your organization. Leadership competencies are especially visible when you are assertive because you likely create a strong platform from which to showcase your talents, and those of your team. Watch that when you defend your position, you do not miss important information or feedback that may alter your perspective.



Emotional Self-Awareness

■ Leadership Impact



Authenticity



Coaching

Leadership Implications. As a leader, you have a thorough grasp of your emotional triggers and reactions. This in-depth understanding helps fuel a streamlined decision-making process as you incorporate your emotions into your role as a leader. Knowing your emotional triggers and reactions, you are able to utilize this emotional knowledge to effectively navigate through challenging or difficult situations.

Organizational Implications. Your capacity to grasp subtle emotional nuances helps you take calculated risks that help the organization meet its strategic goals. This comfort with, and knowledge of, your emotional triggers and reactions allows you to lead with authenticity and a candid approach to help you gain credibility and buy-in with employees. You are able to manage tense and perhaps overwhelming situations with ease, and you are able to use and recognize your full spectrum of emotions.





Summary

Coaching is how we interact with others for greater partnership, collaboration, and which leads to trust, loyalty, commitment, and employee engagement.

EQ Competencies provide the foundation for effective coaching as a leadership behaviour.

To improve Coaching effectiveness, focus on: Self-Actualization, Empathy, Reality Testing, Interpersonal Relationships, Assertiveness, Emotional Self-Awareness



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Thank you!

Watch for a follow up email from us and consider joining us for one of the following:

- EQ-i 2.0/EQ360 Certification Course
- Mastering EI Competencies Course
- Heart & Science of Leadership for Women
- Take the EQ-i 2.0 or EQ 360
- Hire one of our EQ Coaches

\$100 Off Coupon for any one of the above

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