

Emotional Intelligence

PRINCIPLES AND PRACTICES THAT IMPACT THE BOTTOM LINE

“Behavior change happens mostly by speaking to people’s feelings.”

John Kotter, PhD
Harvard Business School

Learning Emotional Intelligence is a process that can change the way we look at life, at possibilities, at choices. EI focuses on recognizing the emotions that we are experiencing at any given moment and determining what is needed to decrease stress while increasing our sense of happiness and contentment. The result is an increased capacity for positive action, creativity, and productivity. **Using EI principles is a powerful way to create behavioral and organizational change.**

Corporations and other organizations all over the country are paying attention to the research on Emotional Intelligence (EI) and hiring coaches and workshop leaders to bring this cutting edge technology into the workplace. In today’s competitive and challenging financial environment, they can’t afford not to. **Bottom line is EI affects the bottom line.**

Welcome to The Coach Approach to Emotional Intelligence.

- The Coach Approach **encourages** participants to discover their way of adapting information to specific situations vs. merely providing information
- The Coach Approach **inspires** participants to create and explore their own solutions vs. simply offering solutions
- The Coach Approach **uses relevant examples, exercises, and experiential processes** that have application in real life vs. just being content focused
- The Coach Approach **focuses on possibilities** and the richness of what we don’t know instead of focusing primarily on what we already know or have assumed

Coaching is a dynamic partnership designed to create immediate impact and sustained results. Through a multi-faceted process of inquiry, coaching provides clarity, inspiration, energy, and direction. With a coach as a partner, individuals within an organization can expect increased performance, while simultaneously focusing on the life they truly want, both professionally and personally.

An Overview of the Program

Each of the following 3-4 hour modules is designed to be delivered either separately or in conjunction with one or more other modules.

→ **STRESS MAKES US STUPID**

When we are stressed we cannot remember, pay attention, learn, or make decisions clearly. By determining what triggers our negative and often stressful emotions while learning how to better manage our reactions, we become more effective and resilient.

Overview:

1. What are emotions? What is Emotional Intelligence? Why talk about it?
2. 5 Cornerstones of EI - understanding the principles
3. Real Communication - how business gets done
4. The Amazing Human Brain – understanding how our brains work
5. Stress – the signals, snags, solutions

→ **HAPPINESS IMPACTS THE BOTTOM LINE**

New cutting-edge research shows that happiness is actually our **most productive state**. When we are happy, content, and in a positive frame of mind, our potential for greater achievement is enhanced.

Overview:

1. What is happiness?
2. The Neurophysiology of EI - how we are wired, how we react
3. Self-motivation
 - a. The *happiness* factor
 - b. What gets in the way of happiness at work
 - c. Your attitude has a lot to do with your success
4. Motivation of others
 - a. Attitude is everything
 - b. A Triple A Approach – Appreciation, Acknowledgement, Accolades
 - c. 6 Negative Listening Patterns
5. The top 10 ways *happiness* impacts the bottom line

→ **HIGH IMPACT COLLABORATION**

By focusing on finding ways to develop competencies and tools, a team, group or organization can accelerate toward higher performance.

Overview:

1. What is required for effective collaboration?
2. Commitment
 - a. What is commitment?
 - b. 7 levels of commitment
 - c. A call to action – a system of accountability
3. The Art of Delegation
4. R – E – S – P – E – C – T
5. 3 Types of Trust – giving and earning
6. What gets in the way of collaboration?

→ STRENGTH-BASED LEADERSHIP

The world needs leaders who understand and are skilled at sensing and influencing the emotional climate of the workplace in positive and inspiring ways. As Dr. Pete Farmer states, *“Financial results are profoundly influenced by the organization climate... which is profoundly influenced by leadership style... which is profoundly influenced by Emotional Intelligence.”*

Overview:

1. What do effective leaders do?
2. Empathy – our social radar
3. The VIA Signature Strengths – tapping into the gifts, talents, and values of your best self and those of your staff
4. The Six Primary Leadership Styles-
 - a. using EI competencies to enhance leadership
 - b. using VIA Signature Strengths to support each style

The Benefits

*“We are being judged by a new yardstick;
not just by how smart we are or by our training and expertise,
but by how well we handle ourselves and each other.”*

~ Daniel Goleman ~

Participants will be able to:

- **recognize** their own feelings and take responsibility for choosing their actions
- **identify** and empathize with the feelings of others as the basis for increased cooperation and collaboration
- **develop** a language, skills and techniques to use with customers and colleagues to motivate and inspire them
- **understand** how to use the EI competencies to expand their leadership skills and maximize team coherence

In the emotionally intelligent organization:

- Employees are retained through increased satisfaction
- There is increased flexibility and adaptability to change
- Complaints and challenges are approached as opportunities
- Team effectiveness and conflict management are improved

- Customer relationships are enhanced

When individual coaching is used in conjunction with dynamic workshops that explain, explore, and provide an experience of cutting-edge technologies, new levels of achievement become possible, both individually and in the organization as a whole. In the face of rapid change and an increasingly competitive marketplace, coaching can provide a roadmap and strategies for peak performance.

How Emotionally Intelligent is Your Organization?

If you were to ask your associates these questions, how would they answer (on a scale of 1-5 with 1 being Strongly Disagree and 5 being Strongly Agree)?

- ___ 1. Individuals are encouraged to pay attention to their emotions as a source of information and energy.
- ___ 2. Emotional content is regularly included in discussions.
- ___ 3. Individuals are encouraged to use information gained through emotional awareness in the decision-making process.
- ___ 4. Because of high EI, individuals respond judiciously rather than being at the effect of their emotions.
- ___ 5. Individuals know how to use their emotions to motivate themselves.
- ___ 6. Individuals know how to choose the attitude they bring to their work, even when they can't choose the work itself.
- ___ 7. There is a sense of optimism and positive thinking in our organization.
- ___ 8. Individuals have excellent listening skills. People in our organization feel heard and their ideas respected.
- ___ 9. Individuals demonstrate empathy when dealing with each other.
- ___ 10. Individuals have developed a deep sense of trust with their immediate work team.
- ___ 11. Individuals feel safe to express feelings and opinions as well as bringing up new ideas.
- ___ 12. The corporate culture knows and discourages the top 5 relationship killers.
- ___ 13. In our work environment we make strong requests and hold ourselves and each other accountable.
- ___ 14. Individuals understand the impact of their leadership style on the organizational environment.
- ___ 15. Leaders use multiple styles to be maximally effective in various situations.
- ___ 16. Cooperation is a priority in our organization and Individuals are skilled at creating collaborative relationships that motivate and inspire.

If your score is 71-80, keep doing what you're doing.

If your score is 61-70, your organization is proficient **and** you could benefit from our support.

If your score is 60 or below, we can definitely impact employee satisfaction, performance, and retention.

[Contact us](#) to find out how.

Testimonials

"Again, thank you for a wonderful workshop; we were changed and moved by it. Never have I seen a group so completely grasp the art of possibility and the worth of inventing a new future. We went beyond my wildest expectations and it was a life-changing workshop. That we were able to do it with most of our deadlines behind us created a time of freedom. We were all there, present, open, and focused. At the end of Wednesday, we had moved into the future together. You were a joy to watch and you model your work and your beliefs. We all send you our thanks and our admiration. We believe that the coaching you are offering will change and has already changed the future of our field and our work."

- *CEO, large non-profit*

"Thank you for opening the doors to more creative thinking for our Board of Directors."

- *Meryl Natelli, President, Brandeis University, Nat'l Women's Committee, Palm Gardens Chapter*

"The trainers were both excellent. I liked the interactive and small group style because it made the concepts more 'real'. I also found the piece about not making assumptions very useful."

- *Attorney, Legal Aid Society, Palm Beach County*

"[This workshop] was excellent - your knowledge of content is inspiring and professional. Understanding about visceral reactions was a particularly useful piece."

- *Director of Development, Legal Aid Society, Palm Beach County*

"I enjoyed the presentation. I have been to many seminars but feel this was the most interesting, inspiring and beneficial ever. I didn't find I was ever 'watching the clock.' "

- *Legal Assistant, Legal Aid Society, Palm Beach County*

"Excellent program- we as leaders need an understanding of it. We don't do it. Employee surveys show we don't. It needs more emphasis in our business."

- *Executive, Merck & Co.*

"The leadership case studies brought Emotional Intelligence to a practical, usable level. This program really teaches how to "read a room" and sense what other people are feeling."

- *Executive, Merck & Co.*

"Something interesting that I have noticed is a genuine (at least from where I stand) trust that has been built among those of us who were a part of these sessions. My feelings are that for most involved, that we will function much better when we work together in the future."

- *District Manager, AT&T*

"I greatly enjoyed the Emotional Intelligence course. The practical exercises were outstanding, and the material on this vitally important topic was excellent. "

- *Executive, AT&T*

"Emotional Intelligence has been an enabler to open a new path of communication between my leadership team members individually and myself as their leader. We are using the techniques to assess our relative emotional state as we open meetings, group sessions and even in one on one interactions... It has allowed me to be more open and human with my teammates, and has given me more insight into what is driving my teams.

"Further, by understanding the elements of the various leadership styles I can tune my response to the situation at hand and use the most productive approach. "

- *Division Manager, AT&T*

"I thought the EI training was a refreshing change from what I have been used to as far as training. It never occurred to me before that actually identifying my emotions and understanding how they affect others is a way of caring about myself and other people. I know that I feel emotions, but identifying them helps me handle them better and allows me to choose how I wish to behave. I believe it is important to do this not only in business but in our personal lives as well... I find that EI is now a part of my daily routine. I have become more of a generous listener."

- *District Manager, AT&T*

"I feel I can now gauge a group better, and myself. I can recognize the difference between a group and a team and have the tools to bring together a 'team'."

- *Manager on Leadership Team, Hewlett-Packard Consulting*

"We now have a way of getting and managing clearer commitments with our staff. It has made my life much easier."

- *Manager on Leadership Team, Hewlett-Packard Consulting*

"I didn't realize how important optimism is to maintaining productivity. Also, I see how motivating by 'want to' is essential."

- *Manager on Leadership Team, Hewlett-Packard Consulting*

Meet My Partner

Susan Klein and **Minx Boren** are certified to deliver workshops on Emotional Intelligence and are collaborating to bring you this leading edge technology for your success.

Susan Klein, MCC

Susan is one of the first 40 coaches to receive the designation Master Certified Coach and Certified Mentor Coach. She has been coaching for 16 years. As a business and executive coach, she partners with individuals and groups to cause breakthroughs in performance with sustainable results, in faster time and with less struggle. Susan is one of the founders of Coach U, and was part of the team that launched the International Coach Federation and served as a board member for 3 years. She continues to be an active member of the ICF.

"I work with executives of Fortune 500 firms such as AT&T, IBM, Lucent Technologies, Toyota, on vision development, communication, transforming corporate culture, advanced management skills and leadership styles. I develop and conduct courses that are tailored to the needs of the organization. Most of my clients are seeking a more balanced and peaceful life, yet wish to continue their high levels of achievement. Using EI, I support Leaders in realizing their highest visions."

Susan is also the author of a booklet titled: [Simple Tips for the Over-Committed, Over-Scheduled Person](#).

For more information about Susan please visit her at: www.CoachKlein.com.

Susan Klein MCC and Minx Boren PCC, offer experiential workshops on *Emotional Intelligence*, *Inspired Leadership*, *Corporate Culture by Design*, and *Excellence – An Appreciative Inquiry*, which they deliver to corporations, non-profits, business owners, managers and executives, and professionals.