PROGRAM OBJECTIVES

- Develops understanding of the nature of coaching referrals
- Focuses on the evaluation of the coaching process
- Examines the effectiveness of coaching referrals
- Provides a framework to address coaching referrals

INSTRUCTIONS

- Winning Group will be the most original object.
- Other groups will try to determine what it is.
- Demonstrate the most interesting object. While the
  last and 5 minutes each group will get to
  perform the roles that will depict the objects.
- Each person will physically participate in
  becoming a modeled object.
- You will have 5 minutes in your group to
Self-Confidence
Accurate Self-Assessment
Emotional Awareness

1. SELF-AWARENESS

Personal Competence
Social Competence

Emotional Competence Model

The 5 Components of EI:
- Emotional Quotient (EQ)
- Emotionally Balanced Leadership
- Managing Emotions
- Empathy and Social Intelligence
- Relationship Management
Self-Confidence

- Are decisive, able to make sound decisions.
- Can voice views that are unpopular and go out on a limb for what is right.
- Preserves self-esteem, which leads to self-assurance.

Accurate Self-Assessment

- Perspective about themselves and self-development.
- Open to constructive feedback and learning.
- Reflects, learns from experience.
- Aware of their strengths and weaknesses.

Emotional Awareness

- Have a guiding awareness of their values and goals.
- Acknowledge and accept their performance.
- Recognize and express feelings.
- Know who they are and why they think, feel, and act the way they do.
- Acknowledge what they experience and emotions they are.
- Accepts what is important.

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(2) Self-Regulation

Trustworthiness

- Popular. Principle stands even if they are unpopular.
- Tense enough to do hard things even if they are unpopular.
- Admit their own mistakes and contribute to getting better.
- Exercise self-control, build trust through their reliability and act ethically and above reproach.

Self-Control

- Think clearly and stay focused under pressure.
- In trying moments, stay composed, positive, and unshakable even.
- Endure well.
- Manage their impulsive feelings and distressing.

Adaptability

Conscientiousness

Trustworthiness

Self-Control

Innovativeness
Innovativeness

- Take fresh perspectives and risks in their thinking
- Generate new ideas
- Envision original solutions to problems

Innovativeness

Adaptability

- Are flexible in how they see events
- Adapt their responses and tactics to fit
- Smoothly handle multiple demands

Adaptability

Conscientiousness

- Are organized and careful in their work
- Hold themselves accountable for meeting
- Meet commitments and keep promises

Conscientiousness
Groups mission
- Actively seek out opportunities to fulfill the
  and changing choices
- Use the group's core values in making decisions
- Find a sense of purpose in the larger mission
- Meet a larger organizational goal
- Readily make personal or group sacrifices to
  Commitment

Learn how to improve their performance
- Find ways to do better
- Pursue information to reduce uncertainty and find
- Set challenging goals and take calculated risks
- Meet objectives and standards
- Are results-oriented, with a high drive to meet
  Achievement Drive

Optimism
- Initiative
- Commitment
- Achievement drive

(3) SELF MOTIVATION
Social Awareness

- Political Awareness
- Leveraging Diversity
- Developing Others
- Service Orientation
- Empathy

Optimism

- Optimistic rather than a personal flaw
- See setbacks as due to manageable failure
- Operate from hope of success rather than fear of setbacks
- Persist in seeking goals despite obstacles and

Initiative

- Motivates others through unusual enterprise
- Necessary to get the job done
- Can break the age and bend the rules
- Expected of them
- Pursue goals beyond what's required or
- Are ready to seize opportunities
Skills
- Assesses risks, challenges, and growth opportunities in a business
- Offers timely coaching and feedback
- Offers useful feedback and delivers people's strengths and accomplishments
- Acknowledges and reviews people's strengths

Development of Others

Service Orientation
- Understands customer perspective, action as a trusted advisor
- Clearly offers appropriate assistance
- Seeks ways to increase customer satisfaction
- Understands customer needs and matches them

Empathy
- Needs and feelings
- Understanding people's perspectives
- Show sensitivity and understanding
- Are attentive to emotional cues
(6) SOCIAL SKILLS

- Team capabilities
- Collaboration and cooperation
- Building bonds
- Conflict management
- Change catalyst
- Leadership
- Communication
- Influence

Political awareness

- Analyze local and external realities
- Accurately read situations and organizational cultures
- Influence public opinion and shape perceptions
- Detect key influencers and build relationships
- Accurately read key power relationships

Leveraging diversity

- Challenge and inclusive environment
- Employment, diverse people can thrive
- Embed diversity as opportunity, creating an inclusive and diverse workforce and are sensitive
- Respect and treat well all people from varied backgrounds
Lead by example
•
•
Foster accountability
Guide the performance of others while holding
position
•
Step forward to lead as needed, regardless of
vision and mission
•
Articulate and arouse enthusiasm for a shared
leadership

Communication
•
Facilitate the flow of information
•
The Corporation, in their role
•
Foster open communication and share decisions to
reach consensus
•
Liaise with other internal and external stakeholders
•
Deal with difficult issues strategically
•
Analyze these messages
•
Are effective in face-to-face and written
•
Influence

a point
•
Identify, strategize, and execute
•
Build consensus and support
•
Leverage strategies like indirect influence to
•
Fine-tune presentations to appeal to the listener
•
Are skilled in persuasion
Building Bonds

- Make and maintain personal relationships among
- Build rapport and keep others in the loop
- Build
d​
- Seek out relationships that are mutually
- Cultivate and maintain extensive informal

Conflict Management

- Facilitate win-win solutions
- Encourage debate and open discussion
- Help defuse and deescalate
- Skillful communication, bringing disagreements into
- Handle difficult people and tense situations with

Change Catalyst

- Model the change expected of others
- Champion the change and enlist others in its pursuit
- For change
- Champion the skills and acknowledge the need
- Recognize the need for change and remove barriers
A One Day Seminar Won't Do It

Team Capabilities

- Project the group and its reputation; share credit
- Build team identity, esp. de corps and commitment
- Encourage participation
- Draw all members into active and enthusiastic cooperation
- Model team qualities like respect, helpfulness, and...
Pause for the Cause

What is your EQ?

Activity:

Emotional Quotient

Promoting Emotional Intelligence

Strategies
Inside Business Channel: July 2010

Coaches for business coaching
- That 70% of all new business companies hire coaches for business coaching
- The Australian Institute of Management says
- University of Bristol newsletter: 2009

In the U.K., 9 out of 20 respondents report the

COACHING

of at least 400,000 people in the U.K. work as
coaching in the United States. The
annual spending on business

COACHING

COACHING

COACHING

4/25/2014
WHAT DO THE PROFESSIONALS SAY?


day coaching - professional business consultants

training and raise performance at work.

A focused conversation that facilitates

PROFESSIONALS SAY?

WHAT IS COACHING

...
1. STOP TALKING

DEVELOPING LISTENING SKILLS

WHAT CHARACTERISTICS DO GOOD LISTENERS HAVE?

LISTENING

TEST YOURS SELF
• Remove distractions

LISTENING SKILLS

• Put the speaker at ease

LISTENING SKILLS

LISTENING SKILLS

LISTEN
PREPARE YOURSELF TO

LISTENING SKILLS