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Coaching
LEADERS

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MASTERCLASS

THE KEY TO HIGH PERFORMANCE & SUSTAINABLE RESULTS

EMOTIONAL INTELLIGENCE & COACHING SKILLS FOR LEADERS

OVERVIEW:

"The growth and development of people is the highest calling of leadership" - Harvey S. Firestone

Emotional Intelligence (EI) is what makes the difference between top performing leaders and the rest - and this course gives you the practical tools to develop EI in yourself and your team. Coaching is one of the most valuable skills a leader possesses, enabling followers to improve their performance, develop faster and become leaders themselves. Research by Daniel Goleman and the Hay/McBer organisation has found that high Emotional Intelligence is a bigger predictor of success in executive roles than IQ, and that the contribution of EI to success increases at higher levels. Emotionally intelligent leadership makes a big, measurable difference in three crucial areas: reducing staff turnover, team productivity, and customer service. The good news is that Emotional Intelligence can be improved. This course will teach you how to develop your own Emotional Intelligence, how to improve the 'emotional climate' to maximize your team's productivity, and give you simple, usable formats that will enable you to add a coaching style of management to your leadership repertoire. You will also complete an emotional intelligence self-assessment for your own reference.



MASTERCLASS AGENDA:

1. EMOTIONAL INTELLIGENCE AND SELF-AWARENESS

- Why emotional intelligence is important
- Goleman's Four-Quadrant Model of Emotional Intelligence
- How to develop your self-awareness
- How to recognize and change damaging 'default behaviours'

2. SELF-MANAGEMENT, EMPATHY AND THE 'EMOTIONAL CLIMATE'

- Practical emotional self-management skills
- Why empathy is essential for successful coaching
- Communicating with emotional intelligence
- How the 'emotional climate' affects results results, and how you can influence it
- Leadership styles: 'resonant' versus 'dissonant' and when to use each

3. HOW TO COACH FOR SOLUTIONS – A PRACTICAL FORMAT YOU CAN USE STRAIGHT AWAY

- Dispelling common misconceptions about coaching
- Solution focus vs. problem focus and why solution focus is better for creative problem solving
- The ADEPT Model of coaching and how to use it

4. COACHING FOR EMOTIONAL INTELLIGENCE

- How to use Goleman's four-quadrant model to apply emotional intelligence to improving any conflict, decision or working relationship
- How to coach colleagues and employees to improve emotional intelligence
- How to hire for emotional intelligence

KEY LEARNING POINTS:

- What emotional intelligence is and why it is essential for leaders
- Why you affect the mood of your team more than you realise
- How to stay calm in any situation
- How to use your emotional intelligence to improve any 'difficult' working relationship
- The six leadership styles - when to use each one, and when not to use them
- How to coach for solution and break out of problem-focus
- How to coach your employees to improve their emotional intelligence
- How to hire for emotional intelligence



WHO SHOULD ATTEND?

- Executives
- Business Owners
- Key Professionals
- Senior Managers

TRAINING METHODOLOGY:

Rather than rely on dry lectures, the course is interactive, with lots of hands-on pairs and trio exercises enabling participants to apply their emotional intelligence to get beyond real-life challenges. Participants will practice coaching to help colleagues develop solutions to genuine challenges.

COURSE OBJECTIVES:

On completion of this workshop, participants will have:

- A conceptual understanding of emotional intelligence
- An awareness of the benefits of emotional intelligence for managers
- Practical ways to manage their own emotional state better
- Two practical coaching formats with experience of using them
- Three interview questions to hire emotionally intelligent staff

ABOUT FACILITATOR



Andy Smith is a change catalyst who can show you powerful, practical methods to develop yourself as a leader and get the best from your team. An expert in Emotional Intelligence,

leadership development and positive change methods, Andy Smith has been assisting individuals, groups and teams with accelerated change for over 20 years. He specializes in helping leaders and teams get beyond the blocks that stop them achieving their potential.

Andy is known for facilitating highly interactive workshops with an emphasis on practical applications, and for sharing the insights of leading-edge change methods in an accessible way so that individuals and teams can start using them immediately to make a difference in their organizations and in their own lives.

His experience includes IT consultancy, stress management and corporate branding. He is the author of *Leadership EQ: How To Lead With Emotional Intelligence* (Coaching Leaders 2014), *Achieve Your Goals: Strategies To Transform Your Life* (Dorling Kindersley 2006), and *The Trainer's Pack of*

NLP Exercises (Coaching Leaders 2010).

Andy's work ranges from executive coaching (using the Hay Group's Emotional and Social Competence Inventory 360° assessment, the DISC Model or his own Emotional Intelligence self-assessment as a starting point) to the design and delivery of coaching skills training for managers and coaches. He has developed a number of coaching models which incorporate appreciative and solution-focused tools in practical and jargon-free formats.

He has provided executive coaching, team facilitation and training in emotional intelligence to a client list which includes O2, the Defense Academy of the UK, Disney, GlaxoSmithKline, Mizuho Corporate Bank, the Cabinet Office, Lancashire County Council, and the National Health Service.

Andy has worked extensively outside the UK, particularly in the Middle East and South East Asia. He is a faculty member of the Madinah Association for Leadership and Entrepreneurship (MILE) and moderates their Emotional Intelligence online community. He is a trainer member of ANLP International and hosts the Practical NLP Podcast.

Pharma

GlaxoSmithKline
 Roche
 Genus Pharmaceutical

Tech and Telecoms

O2
 Sony

Energy

BP
 British Nuclear Fuels
 Egyptian LNG

Security and Police

Defence Academy of the United Kingdom
 Thames Valley Police
 Styal Prison
 Surrey Sussex Probation

Academia and Education

Madinah Institute for Learning and Entrepreneurship
 Salford University
 Harrogate College
 Lancaster and Morecambe College
 The Learning Trust

Government

The National School of Government, UK
 Lancashire County Council
 Manchester City Council
 Southampton Council
 Surrey County Council
 Congleton Borough Council
 Bury Council

Healthcare

Manchester Royal Infirmary
 Nottingham CityCare
 Mid Essex Hospital Trust
 Central and East Cheshire Primary Care Trust
 Bridgewater Community Healthcare
 NHS
 Foundation Trust
 Sandwell and West Birmingham CCG

Entertainment

Disney

Marketing and Design

3D Marketing
 True North

Automotive

Volvo Trucks Malaysia

Business Services

Minaret Business Association (MBO), Jeddah
 Mintel
 Kexxel
 Aydan Group plc
 The Executive Foundation
 The Academy for Chief Executives Vedas

VMAC Group

Sandwell and West Birmingham CCG
 Oxfordshire Entrepreneurs Board

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British Vita

Retail

Jones and Clark

Developers

Balfour Beatty
 UDC The Pearl-Qatar Consultancy
 Elixir (Saudi Arabia)
 Brand Guardians
 Emerge UK
 The Clear Thinking Partnership
 Excelerate

Hospitality

Hand Picked Hotels