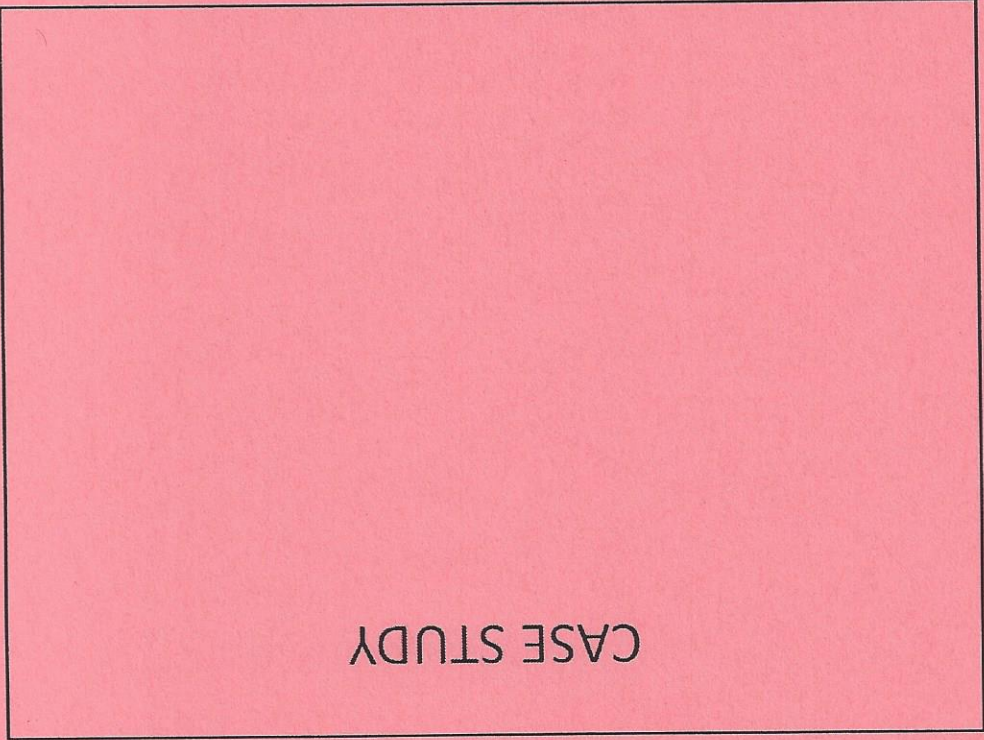


Moral in the desktop publishing group is low. Some of the employees seem to work furiously every day, but Molly seems to have time to kill. No deadlines have been missed, but the hard-working group seems resentful of the slacker, and she distracts others when she wonders around the office chatting or sits at her computer playing solitaire. The manager (you) has been getting complaints about Molly, and it's your responsibility to address this issue.

Along with complaints from the other desktop publishers you hear from the writers and project managers that Molly distracts them when she constantly "pops in" to their offices to say hello. You have noticed that she seems distracted, bored, and disengaged. What are your move coach Molly is sitting in her office right now playing on her computer.

### CASE STUDY THE PUBLISHING COMPANY

IN TEAMS OF TWO ONE WILL BE MOLLY AND THE OTHER WILL BE HER  
MANAGER/COACH





# RATE YOUR PERSONAL COACHING ATTRIBUTES

Circle the appropriate response using the following rating scale:

5 - always 4 - frequently 3 - (50-50) 2 - rarely 1 - never

Characteristic	Rating
1. Positive	5
2. Enthusiastic	5
3. Trusting	5
4. Focused	4
5. Big Picture	3
6. Observant	5
7. Respectful	5
8. Patient	5
9. Clear	5
10. Curious	5
11. Objective	5
<b>Totals</b>	



**GOALS OF GOOD COACHING**  
**ACCESSIBILITY SCORE**

Please answer the following questions about yourself. This is for your self-improvement so please be honest.

**Accessibility**

(Circle the appropriate response.)

- 1. I ask for opinions frequently about work related issues.  Yes  No
- 2. I listen to suggestions.  Yes  No
- 3. I take ideas seriously.  Yes  No
- 4. I value the opinion of others.  Yes  No
- 5. I check with others before making decisions that affects their work situation.  Yes  No
- 6. I would defend others in a meeting with supervisors.  Yes  No
- 7. I explain goals clearly when giving others a new project.  Yes  No
- 8. I welcome questions about an ongoing project.  Yes  No
- 9. I gives others latitude in deciding how to carry out a project.  Yes  No
- 10. I save criticism for one-on-one sessions.  Yes  No

(Circle the appropriate response using the following rating scale: 4-always, 3-sometimes, 2-rarely, 1-never.)

- 1. I allows speakers to complete sentences before I speak.  3  4
- 2. I makes sure I understand the other person's point of view before responding.  3  4
- 3. I listens for the speaker's important points.  3  4
- 4. I try to understand the speaker's feelings.  3  4
- 5. I am in control, relaxed, and calm when listening.  3  4
- 6. I use listening noises such as yes, gee, and I see.  3  4
- 7. I takes notes when someone else is speaking.  3  4
- 8. I listens with an open mind.  3  4
- 9. I looks directly at the person speaking.  3  4
- 10. I am patient when listening.  3  4
- 11. I asks questions to be sure I understand the speaker.  3  4
- 12. I do not allow distractions to bother me when I listen.  3  4
- 13. I attempt to visualize my response before I speak.  3  4
- 14. I visualize the solution before speaking.  3  4
- 15. I listen with an open mind.  3  4
- 16. I listen even if the other person is not interesting.  3  4
- 17. I listen even if the other person is a moron.  3  4

Thank you very much for taking the time to complete this survey. BRING THIS WITH YOU ON SATURDAY



# Emotional Intelligence Quiz

by Donna Earl

Below are the behavioral habits of emotional intelligence. As you read these, rate yourself on each habit. Is this a habit or behavior, which you practice...

always?	usually?	sometimes?	seldom?	almost never?
5 points	4 points	3 points	2 points	1 points

Behavioral Habit	Score
1. In all circumstances I respect other people and their feelings	3
2. I can easily identify my feelings	5
3. I take responsibility for own emotions	5
4. I can maintain control of my emotions	5
5. I find it easy to validate others' feelings and values	3
6. I do not rush to judge or label other people and situations	2
7. I do not try to manipulate, criticize, blame or overpower others	2
8. I constantly challenge my habitual responses, and am willing to try considered alternatives	3
9. I live in the present, learn from experiences, and do not carry negative feelings forward	3

Scoring:

40-45 = High level of emotional maturity, awareness and control. You have a positive and inspiring impact on others.

35-39 = Higher than average level of emotional intelligence. Concentrate on self-awareness and control, and developing increased empathy for others.

27-35 = You have a base line awareness of what emotional intelligence is. Be alert for opportunities to increase levels of self-awareness and empathy toward others, and to refine responses.

9-26 = Now that you are of aware of emotional intelligence, monitor your emotions and their impact on you and others. Notice how your behavior affects others and get feedback on how to modify behavior, which has negative effects.



# FAVORITE THINGS ACTIVITY SHEET

Favorite Things Card

Thing to do on a rainy day: Watch TV

Thing to do on a sunny day: Walk the dog

Task I do at work: Developing others and watching them grow

Thing my pet does: Chasing red laser

Thing I like to do most: Work out

Thing about my family: ~~Parents~~ Family Farm

Thing about where I live: Quite

Thing to wear: Jeans + T shirt

Use of my time: Home improvement projects / time with wife + dog

Thing to talk about: Football

Party activity: \_\_\_\_\_

Thing my friend does: \_\_\_\_\_

Place I most like to be: Outdoors