


MOTOR MANIA



TIME: 15 MINUTES

GROUPS: 4 TO 5 PEOPLE

GET UP - GET MOVING!

WELCOME!


Who are you? What are your favorite things?



EFFECTIVE COACHING

ASTD WV

DEVELOPER AND PRESENTER: DR. LAURA WYANT
 PRESENTER - TECHNICAL: DANIEL ALLEN



PROGRAM OBJECTIVES

- Identify specific ways to build a coaching atmosphere
- Understand the importance of the communication, participation and good work climate factors in coaching to improve your impact and effectiveness
- Discover techniques for introducing critical coaching aspects

00:00

INSTRUCTIONS

- You will have 5 minutes in your group to become a motorized moving object.
- Each person will physically participate in performing roles that will depict the object.
- At the end of 5 minutes each group will get to demonstrate there motorized object. While the other groups will try to determine what it is.
- Winning group will be most original object.

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What is Emotional Intelligence?

“Emotional intelligence, simply said, is the ability to sense and use emotions to more effectively manage ourselves and influence positive outcomes in our relationships with others.” -EQ at work

“a field in infancy
-fast-growing
-aspects harken to research of the 1940s”

“Being nice”
“Letting feelings hang out”

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Emotional Quotient

“Emotional Intelligence Sets Apart Good Leaders”

PROGRAM OBJECTIVES

- Develop motivation and communication skills that support your role as a coach
- Assess your present coaching style and its strength and weaknesses
- Demonstrate effective coaching techniques
- Assess your E.Q.

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The diagram shows a central oval containing five components of Emotional Intelligence (EI):

- Emotional Self-Awareness
- Managing one's own emotions
- Using emotions to maximize intellectual processing and decision-making
- Developing empathy
- The art of social relationships (managing emotions in others)

Below the oval is a banner with the text: "Goleman's 5 Components of EI: Self-Awareness, Self-Regulation, Social Skills, Self-Motivation, and Social Awareness".

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Emotional Competence Model

Personal Competence Social Competence

- (1) Self-Awareness
Knowing one's internal states, preferences, resources, and intuitions
- (2) Self-Regulation
Managing one's internal states, impulses, and resources.
- (3) Motivation
Emotional tendencies that guide or facilitate reaching a goal.
- (4) Social Awareness
Awareness of others' feelings, needs and concerns.
- (5) Social Skills
Adequacy at inducing desirable responses in others.

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(1) SELF-AWARENESS

- Emotional Awareness
- Accurate Self-Assessment
- Self-Confidence

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Self-Confidence

- Present themselves with self-assurance; have presence.
- Can voice views that are unpopular and go out on a limb for what is right
- Are decisive, able to make sound decisions despite uncertainties and pressures

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Accurate self-assessment


- Aware of their strengths and weaknesses
- Reflective, learning from experience
- Open to candid feedback, new perspectives, continuous learning, and self development
- Able to show a sense of humor and perspective about themselves

*anger
worry
melancholy*

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Emotional Awareness

- Know which emotions they are feeling and why
- Realize the links between their feelings and what they think, do, and say
- Recognize how their feelings affect their performance
- Have a guiding awareness of their values and goals



Alexithymia: when self awareness is impoverished.

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Trustworthiness

- Act ethically and are above reproach
- Build trust through their reliability and authenticity
- Admit their own mistakes and confront unethical actions in others
- Take tough, principled stands even if they are unpopular

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Self-Control

- Manage their impulsive feelings and distressing emotions well
- Stay composed, positive, and unflappable even in trying moments
- Think clearly and stay focused under pressure

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(2) SELF - REGULATION

- Self Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Innovativeness



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Innovativeness

- Seek out fresh ideas from a wide variety of sources
- Entertain original solutions to problems
- Generate new ideas
- Take fresh perspectives and risks in their thinking

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Adaptability

- Smoothly handle multiple demands, shifting priorities, and rapid change
- Adapt their responses and tactics to fit fluid circumstances
- Are flexible in how they see events

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Conscientiousness

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

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Commitment

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

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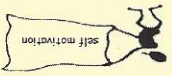

Achievement Drive

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



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(3) SELF MOTIVATION

- Achievement drive
- Commitment
- Initiative
- Optimism

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(4) SOCIAL AWARENESS

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

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Optimism

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

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Initiative

- Are ready to seize opportunities
- Pursue goals beyond what's required or expected of them
- Cut through red tape and bend the rules when necessary to get the job done
- Mobilize others through unusual, enterprising efforts

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Developing Others


- Acknowledge and reward people's strengths, accomplishments, and development
- Offer useful feedback and identify people's needs for development
- Mentor, give timely coaching, and offer assignments that challenge and grow a person's skills.

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Service Orientation

- Understand customers, needs and match them to services or products
- Seek ways to increase customers, satisfaction and loyalty
- Gladly offer appropriate assistance
- Grasp a customer's perspective, acting as a trusted advisor


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Empathy

- Are attentive to emotional cues and listen well
- Show sensitivity and understand others. Perspectives
- Help out based on understanding other people's needs and feelings

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(5) SOCIAL SKILLS

- Influence
- Communication
- Leadership
- Change Catalyst
- Conflict Management
- Building Bonds
- Collaboration and Cooperation
- Team Capabilities

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Political Awareness

- Accurately read key power relationships
- Detect crucial social networks
- Understand the forces that shape views and actions of clients, customers, or competitors
- Accurately read situations and organizational and external realities

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Leveraging Diversity

- Respect and relate well to people from varied backgrounds
- Understand diverse worldviews and are sensitive to group differences
- See diversity as opportunity, creating an environment where diverse people can thrive
- Challenge bias and intolerance

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Leadership

- Articulate and arouse enthusiasm for a shared vision and mission
- Step forward to lead as needed, regardless of position
- Guide the performance of others while holding them accountable
- Lead by example

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Communication

- Are effective in give-and-take, registering emotional cues in attuning their message
- Deal with difficult issues straightforwardly
- Listen well, seek mutual understanding, and welcome sharing of information fully
- Foster open communication and stay receptive to bad news as well as good
- The Consortium for Research on Emotional Intelligence in Organizations EI Framework

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Influence

- Are skilled at persuasion
- Fine-tune presentations to appeal to the listener
- Use complex strategies like indirect influence to build consensus and support
- Orchestrate dramatic events to effectively make a point

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Building Bonds

- Cultivate and maintain extensive informal networks
- Seek out relationships that are mutually beneficial
- Build rapport and keep others in the loop
- Make and maintain personal friendships among work associates

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Conflict Management

- Handle difficult people and tense situations with diplomacy and tact
- Spot potential conflict, bring disagreements into the open, and help deescalate
- Encourage debate and open discussion
- Orchestrate win-win solutions

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Change Catalyst

- Recognize the need for change and remove barriers for change
- Challenge the status quo to acknowledge the need for change
- Champion the change and enlist others in its pursuit
- Model the change expected of others

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A One Day Seminar Won't Do It

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Team Capabilities

- Model team qualities like respect, helpfulness, and cooperation
- Draw all members into active and enthusiastic participation
- Build team identity, esprit de corps, and commitment
- Protect the group and its reputation; share credit

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Collaboration and Cooperation

- Balance a focus on task with attention to relationships
- Collaborate, sharing plans, information, and resources
- Promote a friendly, cooperative climate
- Spot and nurture opportunities for collaboration

PAUSE FOR THE CAUSE

Emotional Quotient
■ Activity-
What is your EQ?

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- Nine Strategies
for
Promoting Emotional Intelligence
- Taking the time for mindfulness
 - Recognizing and naming emotions
 - Understanding the causes of feelings
 - Differentiating between emotion and the need to take action
 - Preventing depression through "learned optimism"
 - Managing anger through learned behavior or distraction techniques
 - Listening for the lessons of feelings
 - Using "gut feelings" in decision making
 - Developing listening skills

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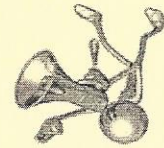
COACHING

- In the U.K. 9 out of 20 respondents report the use of coaching in their organization.
- University of Bristol Newsletter, 2009.
- The Australian Institute of Management states that 70% of its member companies hire coaches for business coaching.
- Inside Business Channel July 2010

COACHING


- "Annual spending on business coaching in the United States is estimated at \$2 BILLION." Harvard Business Review, November 2013
- 40,000 people in the U.S. work as business or life coaches, and the \$2.4 billion business coaching market is growing at about 18% per year. MarketData Report in 2007

COACHING



PROFESSIONALS SAY?

• A focused conversation that facilitates learning and raises performance at work.”
 • Mark McGuinness – professional business coach

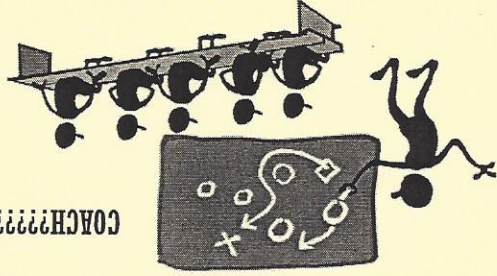


WHAT DO THE PROFESSIONALS SAY?

• Business Coaching is the process of engaging in regular, structured conversation with a “client”; an individual or team who is within a business, profit or nonprofit organization, institution, or government and who is the recipient of business coaching. The goal is to enhance the client’s awareness and behavior so as to achieve business objectives for both the client and their organization. *Worldwide Association of Business Coaches*

SO WHAT IS COACHING

COACH????????



DEVELOPING LISTENING SKILLS

• 1. STOP TALKING

*"If we were supposed to talk more than listen, we would have two tongues and one ear."
Mark Twain*

ACTIVITY

• WHAT CHARACTERISTICS DO GOOD LISTENERS HAVE?

TEST YOURS SELF

• LISTENING

LISTENING SKILLS

- 4. Remove Distractions

LISTENING SKILLS

- 3. Put the Speaker at Ease

LISTENING SKILLS

- 2. PREPARE YOURSELF TO LISTEN
- (add active listening video clip here)
- You tube - older version active listening clip 1 - RAY RAMONO