

Emotional Intelligence Coaching (EIC) Programs

Emotional Intelligence

Emotional intelligence is a set of competencies that enhance the ability to relate positively to others in the workplace. People with high emotional intelligence are adept at using constructive communication. They naturally relate well to others; are able to accomplish more through encouragement and persuasion and excel at inspiring, guiding, and leading others to achieve their best work.

The Measurement of Emotional Intelligence

The Emotional and Social Competency Inventory is a 360° instrument that assesses 12 emotional competencies corresponding with emotions. The report generated provides precise and focused feedback about individual strengths and areas for improvement and also indicates the specific emotional competencies where development is needed to enhance the individual's emotional intelligence.

Emotional Intelligence Individual Coaching Program

Emotional Intelligence Coaching is a 6-12 month program designed to help employees develop skills that make conflict work for the organization as opposed to against it. The process begins with the ESCI, the 360 degree survey which polls the individual's peers, direct reports, supervisors, etc., to determine others' perceptions of how he/she interacts with the team.

Utilizing this assessment tool, it is possible to measure an individual's total EI and a wide variety of content subscales including their levels of: emotional self-awareness, adaptability, self-control, empathy, organizational awareness, conflict management and teamwork. This information is then used to target coaching and development to raise their effectiveness in areas that will contribute to their success.

The Emotional Intelligence Competence Model

The Hay/McBer competence model comprises 12 competencies organized into four clusters and is a learned capability based on emotional intelligence that contributes to effective performance at work.

Self-Awareness

Emotional Self-Awareness

Social Awareness

Empathy

Organizational Awareness

Self-Management

Achievement Orientation

Adaptability

Emotional Self-Control

Positive Outlook

Relationship Management

Conflict Management

Coach and Mentor

Influence

Inspirational Leadership

Teamwork