



# Emotional Intelligence

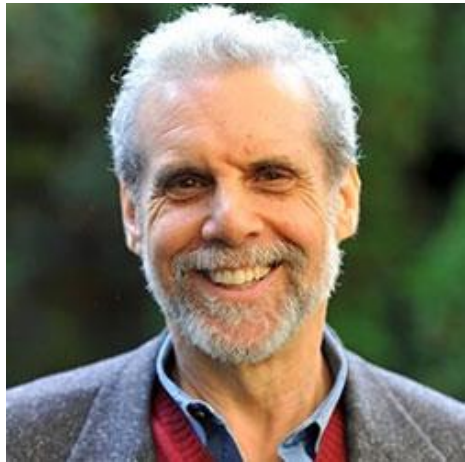
## A Key Component of Effective Coaching

Dr. Daniel Goleman

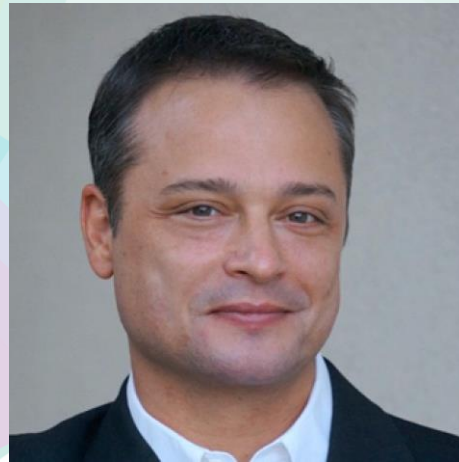
July 8<sup>th</sup>, 2019

# Emotional Intelligence - A Key Component of Effective Coaching

## Welcome & Introductions



Dr. Daniel Goleman



Dr. Matthew Lippincott



Ryan Changcoco

# Emotional Intelligence - A Key Component of Effective Coaching

## Agenda

- Welcome & Introductions
- The Goleman EI Model
- Questions from audience
- Frequently asked EI coaching questions
- Goleman EI Coaching solutions
- Prize winners announced

**SELF  
AWARENESS**

**SELF  
MANAGEMENT**

**SOCIAL  
AWARENESS**

**RELATIONSHIP  
MANAGEMENT**

**EMOTIONAL  
SELF  
AWARENESS**

**RESILIENCE**

**ADAPT**

**EMPATHY**

**INFLUENCE**

**COACH  
AND  
MENTOR**

**ACHIEVE**

**POSITIVITY**

**ORGANIZATIONAL  
AWARENESS**

**CONFLICT  
MANAGEMENT**

**TEAMWORK**

**INSPIRE**



# Emotional Intelligence - A Key Component of Effective Coaching

Questions from audience - submitted via chat only

# Emotional Intelligence - A Key Component of Effective Coaching

## Frequently asked EI coaching questions

1. Why EI is more important than IQ?
2. Does emotional intelligence mean you have to agree with everyone, and is everyone supposed to have emotional intelligence?

# Emotional Intelligence - A Key Component of Effective Coaching

## Frequently asked EI coaching questions

1. How can we open the mind of leaders of a very traditional and old fashion environment to EI in order to impact the organization on a large scale?
2. Words like 'learning' and 'emotional' tend to get blank looks from the 'hyper-rational' CEOs. Any alternatives to use for getting a foot in the door?



# Emotional Intelligence - A Key Component of Effective Coaching

## Frequently asked EI coaching questions

1. How can EI help with retention of employees in the current market?
2. How can I best work with colleagues who have only political backing, and lack sufficient domain expertise?



# Emotional Intelligence - A Key Component of Effective Coaching

## Goleman EI Coaching solutions



“The EICC has already had a positive impact – I can see changes in how people work with me.” – Ashley Paczolt **LinkedIn Senior Manager, Global Customer Experience**



“EI is the essential driver for culture transformation, and the EICC helps you to deliver just that.”  
– Joris Hekelaar **Senior Principle Leadership & Coaching Center of Excellence at Accenture**



“The EICC represents a tipping point in how we develop ourselves and our leaders.”  
– Wagner Denuzzo **IBM VP of GBS Talent & Leadership Transformation**

# New Approach to EI training

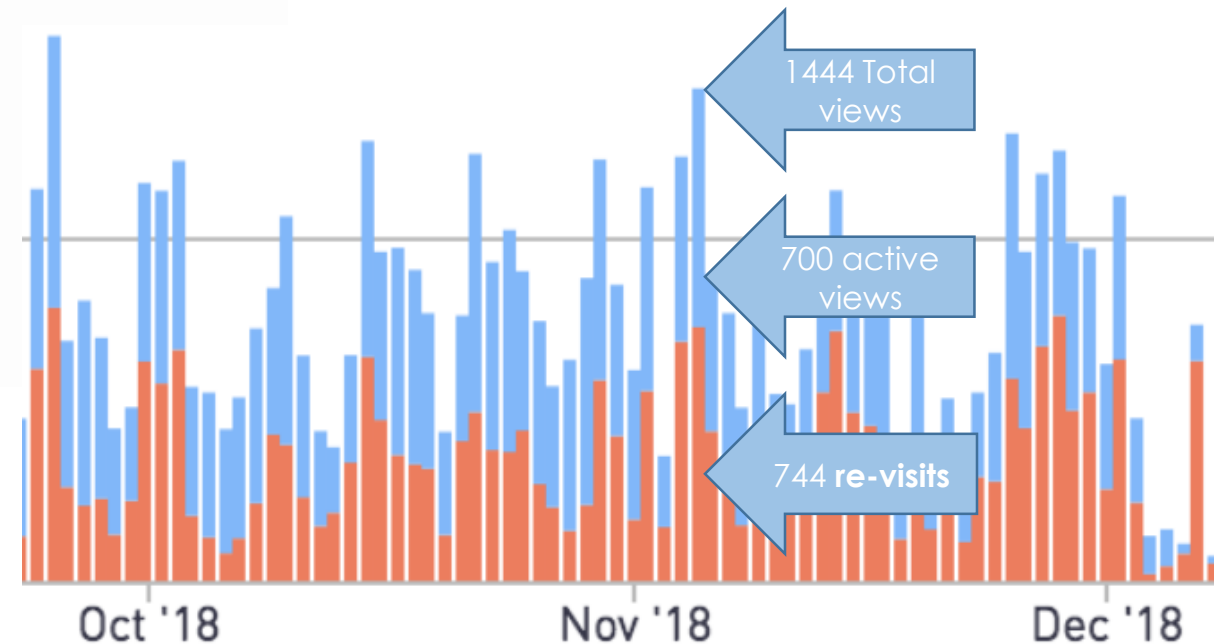
## Online Learning, Facilitated & Habit-Forming

EICC programs focus on learning and behavioral change:

- CBT, scaffolding & journaling for sustained engagement
- Daily micro-learning for cognitive performance
- Mobile enabled & neuroscience-based
- Media-rich & relevant content

30% of participants in 6 month, 12 module online EI certification program completed all of their modules.

**Sample**  
2,115 course starts  
comprising 49 individual courses



# A Solid Foundation

## Design supported by 40 years of research

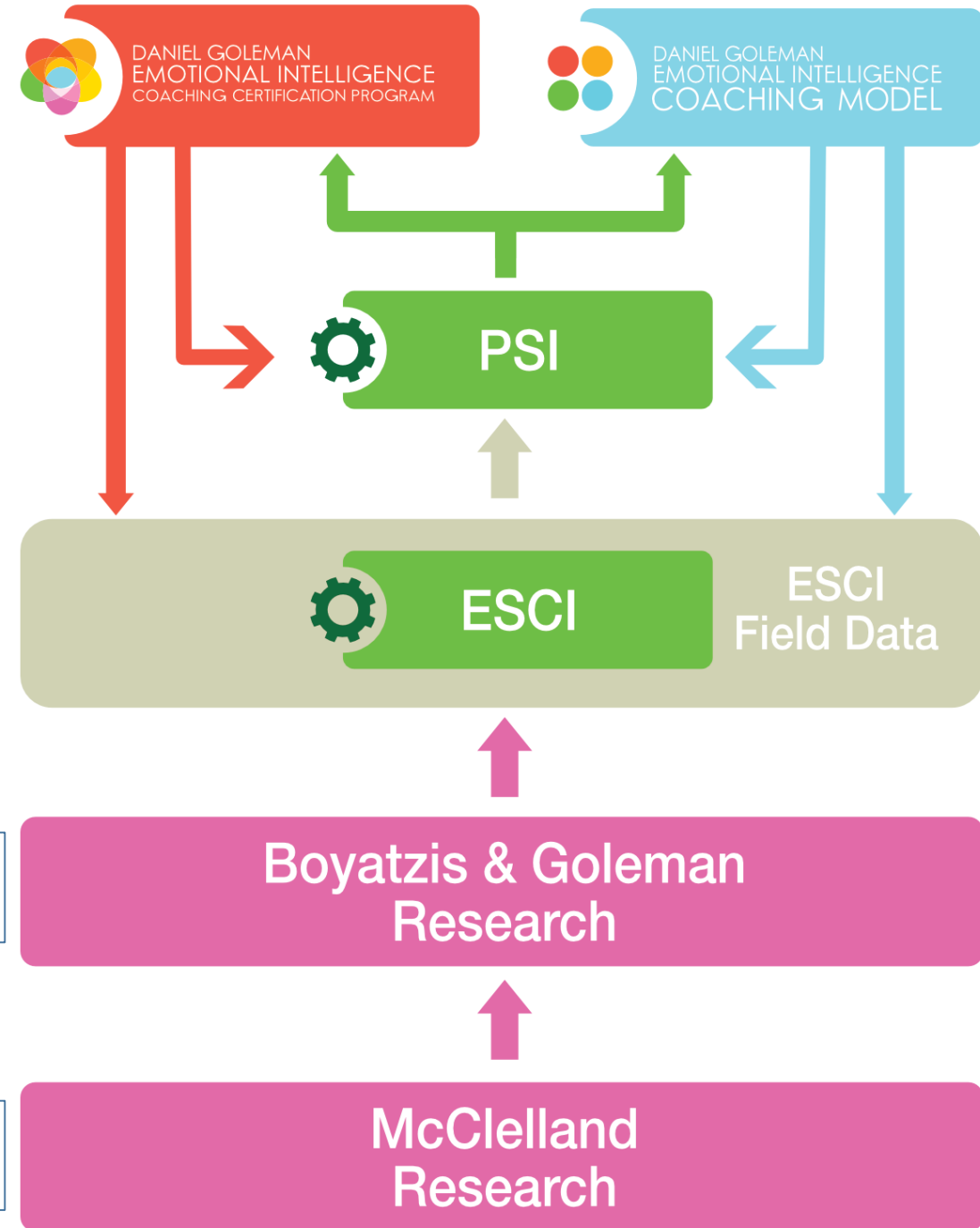
- McClelland, 1973
- Boyatzis, 1982
- Spencer and Spencer, 1993

## Leveraging data from decades of Emotional & Social Competency Inventory (ESCI) research:

- 80,000+ 360° assessments
- 700,000+ raters
- Participation of 2,200 organizations

Empirical studies of performance in 100+ countries:  
public/private/non-profit, large/medium/small orgs.

McClelland's landmark 1973 paper,  
Testing for Competence not Intelligence.



# Important Announcement for ATD California

Support the first graduate of the Daniel Goleman EI Coaching Certification Program

## Applying Emotional Intelligence to Help Leaders Reach Peak Performance

Help the leaders' you coach, or train reach peak performance by leveraging their emotional intelligence strengths! Join Sarah Kivel of Kivel Executive Coaching on October 15th in Sacramento to learn how to apply the 12 competencies of Emotional Intelligence to help leaders perform their best. Sarah's talk will focus on integrating Daniel Goldman's competencies and strategies into your work as a coach or trainer. Register now!

**Tuesday, October 15<sup>th</sup>, 11:30 – 1:00**

Schools Insurance Authority  
9800 Old Placerville Road  
Rancho Cordova Calif 95827

[www.astdsac.org/event-3471186](http://www.astdsac.org/event-3471186)



# Emotional Intelligence - A Key Component of Effective Coaching



Prize winners announced



**Thank you for attending! Find us at [GolemanEI.com](http://GolemanEI.com)**

# Emotional Intelligence

A Key Component of Effective Coaching

Dr. Daniel Goleman

July 8<sup>th</sup>, 2019