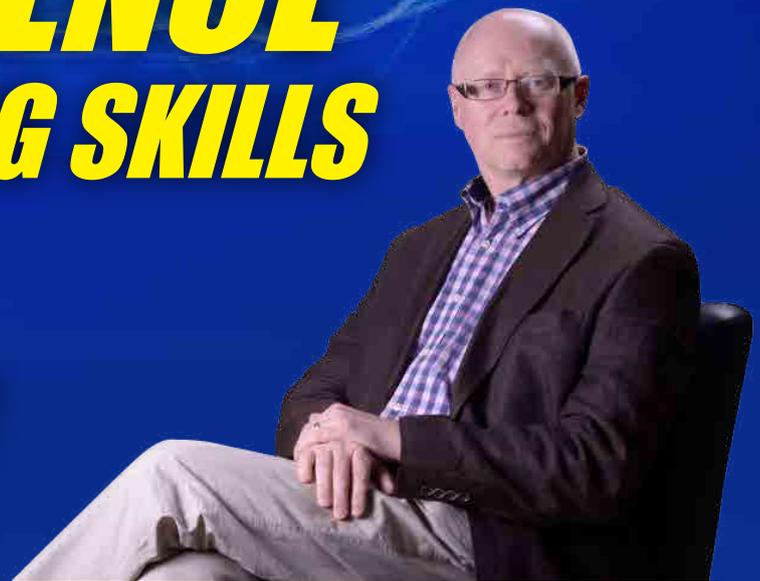


# EMOTIONAL INTELLIGENCE AND COACHING SKILLS FOR LEADERS

with **ANDY SMITH**



### Date & Venue:

15 December-2016 Marriott Hotel Karachi  
16 December-2016 Royal Palm Lahore

### Workshop Investment:

PKR 38,000/=

### Timings:

9:00 am to 5:30 pm

### Course 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.

## Course 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

## Course Content:

### What participants will learn:

- 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

### 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

Course Facilitator:

# ANDY SMITH

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 plt
- The Executive Foundation
- The Academy for Chief Executives

## Vedas

- VMAC Group

- Oxfordshire Entrepreneurs Board

## Manufacturing

- 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

For registration(s) send us your Participants Name, Designation email, address & cell numbers Also please provide us organization's NTN #

[register@quickbizgroup.com](mailto:register@quickbizgroup.com)



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### Quickbiz Cancellation Policy:

Substitutions are welcome. cancellation must be confirmed by email. For Cancellation made in the 05 working days to the workshop, no refunds will be given.