



Emotional Intelligence Coaching

With decades of research to draw from, Emotional Intelligence (EI) is consistently a higher predictor of success than personality or IQ. In fact, when comparing star performers to average performers in leadership roles, 90% of the difference in performance is attributable to EI rather than IQ.

In addition, employee engagement research published by Peakon in 2020 revealed that managers account for 70% of the variance in employee engagement.

To prepare new leaders, reinforce learning from training programs or to address specific performance problems, EI coaching with Deb Tolsma is a game-changer for individuals and organizations. Deb, owner and principal consultant for Relevant Learning Solutions, has been working in the field of emotional intelligence since 2008 and is a TalentSmart certified EI facilitator.

The Coaching Approach

There are three phases to the Relevant Learning Solutions EI coaching process:

Phase 1: establish a trusting working relationship between Deb and the individual being coached.

Phase 1 consists of two meetings.

- The first meeting is an opportunity to break the ice and get acquainted. This helps build trust, clarify roles and responsibilities during the coaching process, and align on how the process will work.
- The second meeting focuses on the individual's goals, which frequently come from a growth development plan or performance improvement opportunity. During this meeting, Deb will also introduce the concepts and skills of emotional intelligence, including the assignment to complete the TalentSmart EI Assessment.

Phase 2: work through the emotional intelligence assessment and begin to build new knowledge and skills.

Phase 2 consists of 6 - 8 sessions over 4 – 6 months.

- The second phase begins with a review of the results of the EI Assessment. The report can be overwhelming, so Deb will orient the individual to the report and help them identify their developmental priorities.
- Deb will also provide information and resources that align emotional intelligence with leadership so that while the individual works on their emotional intelligence skills, they are also applying them to his/her role as a leader.
- Phase 2 includes action planning, guided by Deb. These plans capture on-the-job developmental activities for the individual to complete, followed by coaching sessions where outcomes are discussed and feedback is provided. The individual will be encouraged to involve and update his/her leader in the action planning throughout phase 2.
- At least one meeting between Deb and the individual's leader is recommended during phase 2. Deb will provide perspective on the progress the individual is making and address any concerns or questions the leader might have.

Phase 3: assess overall progress and identify next steps for continued development.

Phase 3 consists of a minimum of two meetings

- The first meeting is focused on a review of all the action plans completed and the skills developed throughout phase 2. Deb and the individual will reflect on the journey and progress made, especially as it relates to effectiveness on the job. The individual will also receive an assignment to re-take the Emotional Intelligence assessment.
- A second meeting will focus on the new assessment scores and identify additional areas for further skill development. In most cases, additional skill-building can be successfully accomplished between the individual and his/her leader.

Expected Outcomes

Over a period of approximately 6 months of emotional intelligence coaching, individuals and their leaders can expect:

- Greater engagement with employees
- Better business results
- Improved skills across all the EI competencies and skill sets
- Enhanced effectiveness as an emotionally intelligent leader
- A less stressed out, more productive person