
Read Free Emotional Intelligence Coaching Improving Performance For Leaders Coaches And The Individual

Getting the books **Emotional Intelligence Coaching Improving Performance For Leaders Coaches And The Individual** now is not type of challenging means. You could not unaided going considering books buildup or library or borrowing from your associates to entrance them. This is an unconditionally simple means to specifically acquire lead by on-line. This online revelation Emotional Intelligence Coaching Improving Performance For Leaders Coaches And The Individual can be one of the options to accompany you in the manner of having new time.

It will not waste your time. undertake me, the e-book will totally vent you additional issue to read. Just invest tiny grow old to door this on-line notice **Emotional Intelligence Coaching Improving Performance For Leaders Coaches And The Individual** as competently as evaluation them wherever you are now.

KEY=THE - KOBE SUTTON

EMOTIONAL INTELLIGENCE COACHING

IMPROVING PERFORMANCE FOR LEADERS, COACHES AND THE INDIVIDUAL

Kogan Page Publishers Emotional Intelligence Coaching examines the vital role emotions and habits play in performance. Emotional intelligence can help leaders and coaches recognize how attitudes - both their own and those of the people they coach - prevent individuals from reaching their potential. Replacing these with more useful feelings and thoughts can provide a powerful means of improving performance. This book explains the principles of emotional intelligence and how these relate to coaching for performance. It includes practical activities for those seeking to identify and adapt their behaviour in order to achieve more. Never before have emotional intelligence and coaching been brought together in this way to help you develop your own and other people's performance.

EMOTIONAL INTELLIGENCE COACHING

IMPROVING PERFORMANCE FOR LEADERS, COACHES AND THE... INDIVIDUAL

COACHING FOR EMOTIONAL INTELLIGENCE

THE SECRET TO DEVELOPING THE STAR POTENTIAL IN YOUR EMPLOYEES

AMACOM Div American Mgmt Assn At some point in their careers, all managers face a frustrating and seemingly insurmountable challenge -- the highly intelligent, highly skilled direct report who is failing when he should be excelling. Often, this employee is destroying not only his own career, but also the morale of the rest of the team. While this behavior may initially seem willful, it is more than likely due to a lack of emotional intelligence -- the ability to comprehend one's emotions, empathize with the feelings of others, and interact with people in ways that promote congenial working relationships. More than any other trait, emotional intelligence is the one variable that can transform a mediocre employee into an exceptional one. Managers now have a new and demanding role. They must become coaches who help their employees to develop emotional intelligence and the positive interpersonal relationships that result. And while this kind of corrective coaching may seem daunting and unpleasant to many managers, it is also achievable with the right tools. In *Coaching for Emotional Intelligence*, Bob Wall offers coaching strategies that will enable every manager to elicit excellence by improving the negative behaviors and communications flaws that are undermining an employee's performance. The book provides a structured format for formulating and delivering both praise and corrective feedback, as well as a step-by-step method and sample scripts for conducting a coaching session. Readers will: Overcome the fear of coaching on sensitive, personal issues. Learn the critical importance of praise--and how to give it. Understand the influences that shaped the behaviors of the individual being coached. Determine whether an employee is responding to corrective coaching, when to keep him -- and when to fire him. Create an action plan for teaching employees to identify and alter unwanted behavior. Master spontaneous coaching: delivering praise in 15-20 seconds -- and corrective feedback within 45 seconds. Formulate structured conversations when corrective coaching isn't working. Create successful, detailed, and clear personal, team, and work evaluations and mission statements. The first book of its kind, *Coaching for Emotional Intelligence* is a thoughtful, realistic, and accessible guide that will change the way managers lead in the workplace -- and will ensure that their employees are reaching their full potential.

THE EMOTIONALLY INTELLIGENT LEADER

Harvard Business Press Become a Better Leader by Improving Your Emotional Intelligence Bestselling author DANIEL GOLEMAN first

brought the concept of emotional intelligence (EI) to the forefront of business through his articles in Harvard Business Review, establishing EI as an indispensable trait for leaders. The Emotionally Intelligent Leader brings together three of Goleman's bestselling HBR articles. In "What Makes a Leader?" Goleman explores research that found that truly effective leaders are distinguished by high levels of self-awareness and sharp social skills. In "The Focused Leader," Goleman explains neuroscience research that proves that "being focused" is more than filtering out distractions while concentrating on one thing. In "Leadership That Gets Results," Goleman draws on research to outline six distinct leadership styles, each one springing from different components of emotional intelligence. Together, these three articles guide leaders to recognize the direct ties between EI and measurable business results.

EMOTIONAL INTELLIGENCE 2.0

TalentSmart Presents a step-by-step guide for increasing emotional intelligence through four core principles: self-awareness, self-management, social awareness, and relationship management.

PRIMAL LEADERSHIP

UNLEASHING THE POWER OF EMOTIONAL INTELLIGENCE

Harvard Business Press Annotation.

EMOTIONAL INTELLIGENCE FOR STRESS-FREE LEADERSHIP

TURN EMOTIONAL PAIN INTO PERFORMANCE GAIN WITH THE TENOR METHOD

What if you could leverage every emotion as a springboard to higher performance? In a world where change is accelerating and competition is intensifying, leaders must be able to meet challenges and adversity with composure and resourcefulness -- while keeping their people engaged and aligned. To do this, emotional intelligence (EI) is a must. The idea that EI is the foundation of effective leadership is not new. What is new is the existence of a reliable method for systematically increasing EI. Building on recent discoveries in the fields of cognitive psychology and neuroscience, and tested with nearly a thousand people, the authors lay out a straightforward approach to developing EI. In contrast to other books on EI that view emotions as irrational drivers of reactive behavior, this book demonstrates that all emotions contain valuable guidance on how to improve your performance. The authors provide the equivalent of "emotion-decoder rings" that show you how to exploit frustration to achieve goals, anxiety to mitigate risks, and other common workplace emotions that drive business performance. Stress, the authors' show, is not caused by what's

happening in the world nor by your own emotions. Stress is caused by fighting against your emotions instead of working with them to improve your performance. The authors back this up by showing that stress results from tolerating tension, reactivity, negativity, powerlessness, and reluctance -- and that these five killers of effective leadership are all signs that you are fighting against your own emotions. Then how do you work with your emotions? Learn TENOR, a proven 5-step method that will help you: Go from feeling stressed to being grounded, composed, accountable, resourceful, and committed. Translate your painful emotions into performance data --and use this vital data to systematically improve how you perform. Apply these techniques to reducing stress and improving performance in those around you. Praise for the TENOR Method Whether you're an executive seeking to improve your decision-making and leadership skills, a manager seeking to raise the performance of your team, a buyer of corporate training programs seeking an EI solution that delivers tangible business results, or a coach seeking to acquire a powerful new tool -- this book has something for you. "One of the biggest benefits is stress management. As opposed to emotions being a source of stress to be avoided, now they are sources of wisdom. So you don't have to be afraid that your emotions are going to get out of control, but instead, sit with them and actually encourage them to come forward, and then use them more effectively. It's a way of managing stress that people haven't had access to in the past." Terry Hildebrandt, Ph.D., Leadership Consultant "There's been some real positive changes in my ability to process and understand what's happening around me, why other people are reacting to my decisions or my statements in the way they are, why I feel emotionally unsettled or confused or angry or otherwise upset about something that's happening." Jason Marsden, Executive Director, nonprofit "When my people are struggling, when there are emotions coming up that are derailing their ability to do everyday tasks, I take them through TENOR. And that translates to them understanding the emotion. I get them to understand that the emotion is a message and it's the energy they need to take care of the task that's in front of them. This translates into tangible results." Greg Sutera, Division Manager, financial services "It's a logical process. There's nothing here that's woo-woo. Every emotion is decoded for a specific need that you are not on track to meet. This leads to faster and higher quality decisions." Andrea C. Zintz, Ph.D., Executive Coach

EMOTIONAL INTELLIGENCE COACHING

Emotional Intelligence Coaching examines the vital role emotions and habits play in performance. Emotional intelligence can help leaders and coaches recognize how attitudes - both their own and those of the people they coach - prevent individuals from reaching their potential. Replacing these with more useful feelings and thoughts can provide a powerful means of improving performance. This book explains the principles of emotional intelligence and how these relate to coaching for performance. It includes practical activities for those seeking to identify and adapt their behaviour in order to achieve more. Never before have emotional intelligence and coaching been brought together in this way to help you develop your own and other people's performance.

LEADERS' PLAYBOOK

HOW TO APPLY EMOTIONAL INTELLIGENCE: KEYS TO GREAT LEADERSHIP

Richard Moss Seminars Leaders' Playbook gives you the keys for significantly enhancing performance with answers to critical questions: How do I increase my confidence to take the steps to be a star? How can I become more effective as a leader? How do I develop my people to be our next leaders? How can I communicate to be more successful? It contains more than one hundred strategies and tools and nine profiles of famous leaders.

BEYOND EMOTIONAL INTELLIGENCE

A GUIDE TO ACCESSING YOUR FULL POTENTIAL

John Wiley & Sons Discover the hidden inner workings of your mind so you can break unhelpful habits and set yourself on the path to achieving your full potential. Beyond Emotional Intelligence reveals how our ingrained mental tendencies can either help or hinder us, depending on how conscious we are of their influence over our lives. Whether we seek to set and achieve our desired outcomes, improve our relationships, or live in alignment with what we value most, we need emotional intelligence (EI) to identify and overcome the mental patterns that may be keeping us stuck. In this book, you'll embark on 12 Self-Discoveries that will help you get to know yourself, so you can stop getting in your own way. You'll learn how, with practice, you can retrain your mind to develop new thought patterns that will serve you better as you work toward your life's aspirations. Each of the 12 Self-Discoveries offers unique clues and insights into who we are and why we do what we do. They function as an internal barometer for our triggers, emotional patterns, and mental habits. Ultimately, they provide a clear path to uncover and work with our habits of mind and patterns of action and reaction, giving us the possibility to exercise our own agency at key moments in our lives. Beyond Emotional Intelligence presents the 12 Self-Discoveries framework which provides you with a solid foundation from which you can begin to grow. Discover how your hidden thought patterns are influencing your life and your relationships with others Build Emotional Intelligence as you learn to recognize your reactions, perceptions, and value systems Use the highly regarded 12 Self-Discoveries model to identify your mental roadblocks and remove them with new habits of mind Learn proven methods for influencing your outcomes, de-cluttering your mind, and shift your own awareness This book will be your guide as you embark on a rigorous process of self-discovery as you learn to embrace your inner wisdom and take control of your results.

EMOTIONAL INTELLIGENCE FOR SALES LEADERSHIP

THE SECRET TO BUILDING HIGH-PERFORMANCE SALES TEAMS

HarperCollins Leadership The best way to get ahead in sales is by developing the critical soft skills that will enable you not just survive but thrive. Chronic complainers, no accountability finger-pointers, or learning-resistant laggards—these culture-killers costs sales organizations more in productivity than being weak in the so-called hard skills of selling. Sales leadership expert Colleen Stanley shows how emotional intelligence and the development of these critical soft skills improve sales leadership effectiveness and outperforms doubling down on more sales technology tools and fads. In Emotional Intelligence for Sales Leadership, Colleen provides sales secrets that: Shows sales leaders why 'real world' empathy and emotion management are the key to building strong relationships with their sales team. Offers simple steps on how sales leaders create sales cultures that embrace feedback and change through the development of critical emotional intelligence skills. Provides guidance on how to identify key emotional intelligence skills needed in your hiring process to build resilient sales teams. Walks readers through the process of training sales teams on soft skills that ensure the consistent execution of the right selling behaviors. The missing link is in hiring for and developing emotional intelligence skills in sellers and sales leaders. Emotional Intelligence for Sales Leadership will connect with anyone charged with growing sales in business-to-business or business-to-consumer sales.

BASICS OF EMOTIONAL INTELLIGENCE (EI)

American Society for Training and Development Research continues to show that strong emotional intelligence is critical for anyone hoping to become a top-performer in their workplace. Emotional intelligence provides us with a better understanding of ourselves and those around us. This issue is designed for anyone looking to understand the basics of emotional intelligence with an eye toward improving their abilities. Learn how emotional intelligence is related to work performance, how to assess your own emotional intelligence, and how to develop emotional intelligence competencies.

AT THE HEART OF LEADERSHIP

HOW TO GET RESULTS WITH EMOTIONAL INTELLIGENCE

Where other books tell you about emotional intelligence, this book provides the roadmap to put it in action. Includes case for EQ, background, and detailed explanation of the Six Seconds EQ Model and how to use it to improve leadership -- and a free code to test

your EQ strengths online. There are a handful of people in the world who have proven experience raising organizational performance with emotional intelligence. Freedman is one of the leaders. Using stories and data from his work around the world with organizations such as the US Marine Corps, Schlumberger, and FedEx, Freedman provides a practical guide to this critical topic. *At the Heart of Leadership* delivers a compelling case for leaders to attend to their own and their people's emotions as a critical asset for optimal performance. Then it shows you how. You'll learn the Six Seconds EQ Model, a practical three-step process to become more effective with emotions -- plus use the code in the back of the book for a free assessment of your EQ strengths. This book will show you how to lead more effectively by engaging your own and your people's emotions.

WHAT MAKES A LEADER? (HARVARD BUSINESS REVIEW CLASSICS)

Harvard Business Press When asked to define the ideal leader, many would emphasize traits such as intelligence, toughness, determination, and vision—the qualities traditionally associated with leadership. Often left off the list are softer, more personal qualities—but they are also essential. Although a certain degree of analytical and technical skill is a minimum requirement for success, studies indicate that emotional intelligence may be the key attribute that distinguishes outstanding performers from those who are merely adequate. Psychologist and author Daniel Goleman first brought the term "emotional intelligence" to a wide audience with his 1995 book of the same name, and Goleman first applied the concept to business with a 1998 classic Harvard Business Review article. In his research at nearly 200 large, global companies, Goleman found that truly effective leaders are distinguished by a high degree of emotional intelligence. Without it, a person can have first-class training, an incisive mind, and an endless supply of good ideas, but he or she still won't be a great leader. The chief components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skill—can sound unbusinesslike, but Goleman found direct ties between emotional intelligence and measurable business results. The Harvard Business Review Classics series offers you the opportunity to make seminal Harvard Business Review articles a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world—and will have a direct impact on you today and for years to come.

MASTERING MENTORING AND COACHING WITH EMOTIONAL INTELLIGENCE

INCREASE YOUR JOB EQ

Crown House Publishing Following a qualitative survey, the authors of this title identified key components of both mentoring and coaching and the need to clarify the similarities and differences between them. This book is the result of revisiting the origins of these

disciplines, which has led to some unexpected conclusions.

COACHING FOR PERFORMANCE FIFTH EDITION

THE PRINCIPLES AND PRACTICE OF COACHING AND LEADERSHIP UPDATED 25TH ANNIVERSARY EDITION

Nicholas Brealey Coaching delivers high performance in you, your team, and your organization. "Coaching for Performance is the proven resource for all coaches and pioneers of the future of coaching." - Magdalena N. Mook, CEO, International Coach Federation (ICF) "Shines a light on what it takes to create high performance." - John McFarlane, Chairman, Barclays, Chairman, TheCityUK Coaching for Performance is the definitive book for coaches, leaders, talent managers and professionals around the world. An international bestseller, featuring the influential GROW model, this book is the founding text of the coaching profession. It explains why enabling people to bring the best out of themselves is the key to driving productivity, growth, and engagement. A meaningful coaching culture has the potential to transform the relationship between organizations and employees and to put both on the path to long-term success. Written by Sir John Whitmore, the pioneer of coaching, and Performance Consultants, the global market leaders in performance coaching, this extensively revised and extended edition will revolutionize the traditional approach to organizational culture. Brand-new practical exercises, corporate examples, coaching dialogues, and a glossary strengthen the learning process, whilst a critical new chapter demonstrates how to measure the benefits of coaching as a return on investment, ensuring this landmark new edition will remain at the forefront of professional coaching and leadership development.

A COACH'S GUIDE TO EMOTIONAL INTELLIGENCE

STRATEGIES FOR DEVELOPING SUCCESSFUL LEADERS

John Wiley & Sons A Coach's Guide to Emotional Intelligence is a groundbreaking book that combines the topics of coaching and emotional intelligence in a down-to-earth resource for coaches, facilitators, and consultants. The authors, James Bradford Terrell and Marcia Hughes –two experts in the field of emotional intelligence training–offer a number of elegant solutions that help coaches and their clients develop the authentic emotional skills needed to meet the challenges of today's increasingly complex world. The book clearly shows how EI coaching can be applied within organizations and provides a solid coaching method for use with leaders in business settings. The book outlines five highly-effective strategies for developing influential leaders.

THE EMOTIONALLY INTELLIGENT WORKPLACE

HOW TO SELECT FOR, MEASURE, AND IMPROVE EMOTIONAL INTELLIGENCE IN INDIVIDUALS, GROUPS, AND ORGANIZATIONS

John Wiley & Sons How does emotional intelligence as a competency go beyond the individual to become something a group or entire organization can build and utilize collectively? Written primarily by members of the Consortium for Research on Emotional Intelligence in Organizations, founded by recognized EI experts Daniel Goleman and Cary Cherniss, this groundbreaking compendium examines the conceptual and strategic issues involved in defining, measuring and promoting emotional intelligence in organizations. The book's contributing authors share fifteen models that have been field-tested and empirically validated in existing organizations. They also detail twenty-two guidelines for promoting emotional intelligence and outline a variety of measurement strategies for assessing emotional and social competence in organizations.

COACHING FOR PERFORMANCE

GROWING HUMAN POTENTIAL AND PURPOSE: THE PRINCIPLES AND PRACTICE OF COACHING AND LEADERSHIP

Hachette UK This extensively revised and expanded new edition clearly explains the principles of coaching, with illustrations from business and sport.

HANDBOOK FOR DEVELOPING EMOTIONAL AND SOCIAL INTELLIGENCE

BEST PRACTICES, CASE STUDIES, AND STRATEGIES

John Wiley & Sons Handbook for Developing Emotional and Social Intelligence is an authoritative collection of practical content—best practices, case studies, and tools—that showcases the application and development of emotional and social intelligence in the workplace. The authors are some of the best-known experts in the field and the book includes practitioners, academics and thought-leaders that contributed to this rich collection of knowledge and solutions that will appeal to anyone involved in developing leaders and teams. The handbook features topics such as leadership, recruitment, conflict resolution, team development, and stress management.

KNOWLEDGE SOLUTIONS

TOOLS, METHODS, AND APPROACHES TO DRIVE ORGANIZATIONAL PERFORMANCE

Springer This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible “chunks,” it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; “cheat sheets” that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

EMOTIONAL INTELLIGENCE FOR THE MODERN LEADER

A GUIDE TO CULTIVATING EFFECTIVE LEADERSHIP AND ORGANIZATIONS

Rockridge Press Discover the secret to business success--leading with emotional intelligence Success requires more than hard work and good ideas: you need to be able to understand, inspire, and motivate those around you. Emotional Intelligence for the Modern Leader helps you hone your emotional intelligence (EQ)--the ability to be aware of, control, and express your emotions, as well as handle interpersonal relationships empathetically--and enhance your ability to lead. Building off proven research, this user-friendly guide teaches you the pillars of high-EQ leadership. Whether it's developing self-awareness or bolstering empathy, discover simple and easy-to-use exercises that you can make use of on your own. You'll even learn about emotionally intelligent leaders and how they've utilized this skill as part of their successes. Emotional Intelligence for the Modern Leader includes: Emotionally intelligent leadership--Find out what it means to lead with high EQ and how you can make it part of your organization's culture. Your leadership style--Determine what your professional leadership style is and how that affects the people around you. Growing your emotional intelligence--Take advantage of exercises and self-assessment tools that allow you to effectively and efficiently improve your abilities. Become the leader you've always wanted to be with this emotional intelligence enhancing guide.

INSIDE CHANGE

TRANSFORMING YOUR ORGANIZATION WITH EMOTIONAL INTELLIGENCE

6 Seconds

POSITIVE INTELLIGENCE

WHY ONLY 20% OF TEAMS AND INDIVIDUALS ACHIEVE THEIR TRUE POTENTIAL AND HOW YOU CAN ACHIEVE YOURS

Greenleaf Book Group Chamine exposes how your mind is sabotaging you and keeping you from achieving your true potential. He shows you how to take concrete steps to unleash the vast, untapped powers of your mind.

LEADERSHIP COACHING

WORKING WITH LEADERS TO DEVELOP ELITE PERFORMANCE

Kogan Page Publishers This revised edition of the highly-respected Leadership Coaching will enhance and extend your coaching practice. It draws on evidence-based thinking and the writing of some of the world's top leadership thinkers and coaching practitioners to present a start-of-the-art coverage of leadership models and how to use them effectively to benefit your coaching relationships. Leaders face many challenges, and this book will challenge you to adapt your coaching approach to suit your clients' needs. Its coverage ranges from newer topics such as strengths focused leadership and conversational leadership to more tried-and-tested frameworks such as Porter's strategy model and Goleman's model of leadership styles. It also has a deliberately international flavour, incorporating non-Western perspectives from Asia and Africa and considering multinational topics like coaching global boards.

THE EMOTIONALLY INTELLIGENT TEAM

UNDERSTANDING AND DEVELOPING THE BEHAVIORS OF SUCCESS

John Wiley & Sons "Finally, a resource....guide...roadmap....to help team members and team leaders alike understand what it takes to function as a high performing team, how doing so can personally enrich your life, and why it's critical for organizations to function

only in this way. The Emotionally Intelligent Team connects the dots between the task at hand, achieving and making a difference, and personal happiness. Imagine where humankind would be if every entity on the planet operated within a series of high performing teams. Marcia Hughes and James Terrell show us that it's possible!" —Suzanne Kirk, SVP, Branch Service Center, Bank of the West "We value teams at Medtronic so we know that this book will be a powerful tool in understanding and developing successful team behaviors!" —Michael Mihalcz, District Manager, Walter Cooper, District Manager, Medtronic CRDM "Marcia Hughes' and James Terrell's latest book, The Emotionally Intelligent Team, is a 'must read' for every school district, business and organization that wants to ensure high functioning and productive teams. Based on solid research, this easy-to-read book describes the seven social emotional skills necessary for effective teams, and includes practical strategies any team leader can use to develop and maintain an emotionally intelligent team. Marcia's and James' book has been of tremendous value to the work of the senior administrative team in our school district!" —Linda Fabi, Director of Education, Waterloo Region District School Board "Marcia and James provide a good lens for the way people view others in a team environment. This insight, when combined with measuring one's own EQ through a test such as the Emotional Quotient inventory (EQ-i ®), provides a powerful lever for improving team performance." —Steven J. Stein, Ph.D., Founder and CEO of MHS, Co-author of the best seller The EQ Edge: Emotional Intelligence and Your Success and author of Make Your Workplace Great: The 7 Keys to an Emotionally Intelligent Organization "Discovering ways to strengthen teams in an organization can lead to impressive improvement in morale, engagement, productivity, and results. The Emotionally Intelligent Team will help any team take practical steps toward greater collaboration and effectiveness." —Brian Twillman, EPA Training Officer & Organization Development Specialist, Lead Author EPA's Team Leader Resource Guide US EPA - Office of Executive Services, Office of the Administrator "The most important issue in our networked world is teamwork across levels and boundaries. This masterful work offers a completely new perspective, bringing the power of emotional and social intelligence through engaging insights, exercises and stories to high performance teamwork - creating the opportunity for potentially extraordinary results that are seamless, dynamic, and productive." —Eileen Rogers, Global Director, Leadership Excellence Programs, Deloitte In this compelling book, authors Marcia Hughes and James Terrell offer practical information and a guide for businesses that want to draw on the power of the emotional competencies of their teams. They reveal how individuals, team members, and leaders can take the steps to become more emotionally intelligent team (ESI) members and show how to put in place the practices and exercises that will help any team grow in emotional intelligence. The book outlines the seven emotional competencies of teams.

THE COACHING HANDBOOK

AN ACTION KIT FOR TRAINERS AND MANAGERS

Kogan Page Publishers Coaching is proving to be one of the most popular and most effective techniques in the field of learning and development. Managers are constantly being reminded that coaching is an important part of their role in getting the best from staff, while trainers are increasingly being called upon to coach individuals in a variety of aspects of both work and life. This one-stop book aims to provide everything readers need to be able to harness this technique. Part 1 of the book provides a detailed and clearly structured step-by-step approach, which should help anyone to develop their ability to coach others. Importantly however, as well as helping to develop the skills of coaching, the authors provide valuable guidance on: where to start when coaching a colleague; how long the coaching will take; and which methods should be employed and when. Part 2 provides a range of real-life case studies from a variety of commercial and non-commercial settings that will help you to decide how coaching can best be tailored to your own organization. The final part of the book contains detailed practical exercises that can be used in a variety of settings. Each of these individual elements combine to provide the definitive coaching handbook.

LEADING WITH FEELING

NINE STRATEGIES OF EMOTIONALLY INTELLIGENT LEADERSHIP

Oxford University Press, USA "Tom was a young engineer employed at one of the country's largest steel companies. He had been an outstanding individual performer, and now he was a new manager, leading a team responsible for producing steel for a major automobile company. After just one week on the job, Tom and his team met with over 20 engineers from that other company. It was a rude awakening. I sat in a room with maybe 20 or 25 of their engineers for the annual quality evaluation of suppliers. And I learned for the first time that we were in the bottom of the bottom quartile as a supplier. We had lousy quality, we had lousy invoicing, we had lousy on-time delivery. And this was my first general manager role! I had grown up as an engineer. And how did Tom respond to this unexpected shock? I had a holy shit moment! I had been in the job literally a week. So part of it was, 'Oh my God, what the hell am I going to do?' Also I thought about how my guys had been in the business for a while, and I thought, 'What the hell have you been doing?' And I was thinking, 'I'm going to clean house!' But then... I've learned that you just can't react viscerally every time something comes up because it just scares people away. So Tom listened attentively as the engineers from the auto company presented their litany of complaints. When they finally finished, he stood up and said, "I wouldn't blame you if you fired us as a supplier. But if you give us a chance to fix these problems, I guarantee you that that we will not have this kind of meeting next year." When Tom met with his team the next morning to discuss the situation, he started by just listening to them. They went on for some time complaining

about how the company and their previous boss had made it impossible for them to provide good products and service. Rather than disagree with them or join in pointing fingers at others, Tom listened. "I didn't think about it at the time, but that first couple of hours was very cathartic for them. My focus was not on beating anyone up but rather, what can we do to fix this?" The team responded positively to Tom's approach. The next year when they met, the auto company told Tom that they "never saw any business turn around that quickly in one year." As a result, they began giving Tom's company more business, and Tom went on to a distinguished career, eventually becoming one of his company's top executives"--

THE EMOTIONALLY INTELLIGENT LEADER

THE MISSING INGREDIENT FOR LEADERSHIP SUCCESS

Balboa Press When a business executive who has investigated and implemented numerous initiatives to improve company performance isn't getting the results he wants, he tries something different. He remembers reading an article about a leader—Andrew Miles—who credited his success to emotional intelligence. This intelligence, the article said, helped him engage his workforce and produce exceptional results. It doesn't take the executive long to arrange a meeting with Miles, who tells him that business leaders must rely on physical, mental, and emotional effort—with emotional effort being how we manage our emotions to ensure we deliver high-quality results more frequently. To cultivate emotional intelligence, Miles says, a leader must focus on six distinct competencies: emotional self-awareness, emotional awareness of others, authenticity, emotional reasoning, emotional self-management, and inspiring performance. Miles explains that emotional intelligence underlies our self-awareness, empathy, leadership, and resilience, which are all skills fundamental to our success. Join a business executive as he seeks to understand his emotions, change how he relates to others, and improve the people around him by learning from The Emotionally Intelligent Leader.

WHAT MAKES A LEADER

WHY EMOTIONAL INTELLIGENCE MATTERS

This book is a collection of the author's writings, previously published in the Harvard Business Review and other business journals, on leadership and emotional intelligence. The material has become essential reading for leaders, coaches and educators committed to fostering stellar management, increasing performance, and driving innovation. The collection reflects the evolution of Dr. Goleman's thinking about emotional intelligence, tracking the latest neuroscientific research on the dynamics of relationships, and the latest data on the impact emotional intelligence has on an organization's bottom-line. --

IMPROVING THE EMOTIONAL INTELLIGENCE OF TRANSLATORS

A ROADMAP FOR AN EXPERIMENTAL TRAINING INTERVENTION

Springer Nature This book provides a unique roadmap for the design of an effective emotional intelligence (EI) intervention adapted to the needs of translators. Building on the growing interest in understanding the impact of translators' emotions on their work, this book is the first to outline the key components of an 18-hour training intervention based on a sound theoretical basis and aiming to improve translators' emotional competencies. Following a detailed review of the relevant literature in both translation studies and psychology, the book demonstrates the importance of soft skills for translators' wellbeing, psychological health, and work performance. A number of important elements that need to be considered when designing an evidence-based intervention are discussed, such as appropriate safeguards, theory-based activities, psychometric measures, individual difference variables, and suitable coaching techniques. The book concludes with a discussion of other relevant aspects, such as the role of culture in EI interventions and promising areas for further study. It will appeal to students and scholars of translation studies, researchers interested in personality, occupational and developmental psychology, as well as professional translators and their representative bodies.

EMOTIONAL INTELLIGENCE

WHY IT CAN MATTER MORE THAN IQ

Bloomsbury Publishing Daniel Goleman offers a vital new curriculum for life that can change the future for us and for our children

EMOTIONAL INTELLIGENCE

WHY IT CAN MATTER MORE THAN IQ

Bantam #1 BESTSELLER • The groundbreaking book that redefines what it means to be smart, with a new introduction by the author "A thoughtfully written, persuasive account explaining emotional intelligence and why it can be crucial."—USA Today Everyone knows that high IQ is no guarantee of success, happiness, or virtue, but until Emotional Intelligence, we could only guess why. Daniel Goleman's brilliant report from the frontiers of psychology and neuroscience offers startling new insight into our "two minds"—the rational and the emotional—and how they together shape our destiny. Drawing on groundbreaking brain and behavioral research,

Goleman shows the factors at work when people of high IQ flounder and those of modest IQ do surprisingly well. These factors, which include self-awareness, self-discipline, and empathy, add up to a different way of being smart—and they aren't fixed at birth. Although shaped by childhood experiences, emotional intelligence can be nurtured and strengthened throughout our adulthood—with immediate benefits to our health, our relationships, and our work. The twenty-fifth-anniversary edition of Emotional Intelligence could not come at a better time—we spend so much of our time online, more and more jobs are becoming automated and digitized, and our children are picking up new technology faster than we ever imagined. With a new introduction from the author, the twenty-fifth-anniversary edition prepares readers, now more than ever, to reach their fullest potential and stand out from the pack with the help of EI.

THE INNER GAME OF TENNIS

THE CLASSIC GUIDE TO THE MENTAL SIDE OF PEAK PERFORMANCE

Random House Master your game from the inside out! With more than 800,000 copies sold since it was first published thirty years ago, this phenomenally successful guide has become a touchstone for hundreds of thousands of people. Not just for tennis players, or even just for athletes in general, this handbook works for anybody who wants to improve his or her performance in any activity, from playing music to getting ahead at work. W. Timothy Gallwey, a leading innovator in sports psychology, reveals how to • focus your mind to overcome nervousness, self-doubt, and distractions • find the state of “relaxed concentration” that allows you to play at your best • build skills by smart practice, then put it all together in match play Whether you're a beginner or a pro, Gallwey's engaging voice, clear examples, and illuminating anecdotes will give you the tools you need to succeed. “Introduced to The Inner Game of Tennis as a graduate student years ago, I recognized the obvious benefits of [W. Timothy] Gallwey's teachings. . . . Whether we are preparing for an inter-squad scrimmage or the National Championship Game, these principles lie at the foundation of our program.”—from the Foreword by Pete Carroll

A LEADER'S GUIDE TO SOLVING CHALLENGES WITH EMOTIONAL INTELLIGENCE

EI Skills Group This guide teaches four emotional intelligence skills to acquire accurate emotional data, leverage emotions to make better decisions, understand the underlying causes of emotions and manage emotions effectively. We then address a number of specific leadership challenges and provide you with a set of blueprints to successfully address these challenges using the four emotional intelligence skills. Learn how to Map Emotions, Match Emotions, understand the Meaning of Emotions and Move Emotions. This ability model of emotional intelligence is an intelligence and these are hard-not soft-skills.

COACHING FOR PERFORMANCE FIFTH EDITION

THE PRINCIPLES AND PRACTICE OF COACHING AND LEADERSHIP UPDATED 25TH ANNIVERSARY EDITION

Nicholas Brealey "Coaching for Performance is the proven resource for all coaches and pioneers of the future of coaching." Magdalena N. Mook, CEO, International Coach Federation (ICF) "Shines a light on what it takes to create high performance." John McFarlane, Chairman, Barclays, Chairman, TheCityUK Coaching for Performance is the definitive book for coaches, leaders, talent managers and professionals around the world. An international bestseller, featuring the influential GROW model, this book is the founding text of the coaching profession. It explains why enabling people to bring the best out of themselves is the key to driving productivity, growth, and engagement. A meaningful coaching culture has the potential to transform the relationship between organizations and employees and to put both on the path to long-term success. Written by Sir John Whitmore, the pioneer of coaching, and Performance Consultants, the global market leaders in performance coaching, this extensively revised and extended edition will revolutionize the traditional approach to organizational culture. Brand new practical exercises, corporate examples, coaching dialogues, and a glossary, strengthen the learning process, whilst a critical new chapter demonstrates how to measure the benefits of coaching as a return on investment, ensuring this landmark new edition will remain at the forefront of professional coaching and leadership development.

APPLIED EI

THE IMPORTANCE OF ATTITUDES IN DEVELOPING EMOTIONAL INTELLIGENCE

John Wiley & Sons A decade on from its birth, emotional intelligence is attracting more attention than ever before. Why? Because of its proven connection to performance. Tomorrow's leaders will have to be facilitators who work collaboratively to help others develop their potential, and this will require emotionally intelligent skills and attitudes. Against this landscape, Applied EI provides the tools and advice needed to develop and manage a relationship with yourself and create positive relationships with others - the twin cornerstones of emotional intelligence. We're all capable of acting with emotional intelligence. Most of us don't, because internal interferences - misguided beliefs and attitudes learnt in childhood - get in the way. Countering this, Applied EI attaches unique importance to the role of attitudes in developing and applying emotional intelligence. Tim Sparrow and Amanda Knight stress that EI isn't a synonym for personality; it's about managing personality. That's why knowing how to put EI into practice is essential. And that's why reducing EI to a single number or score misses the point, and serves only to give us another measure by which to judge ourselves

and others. Anyone interested in performance improvement today needs to be interested in emotional intelligence. Applied EI shows how our attitudes underpin our EI, explores how to develop emotionally intelligence attitudes, and lays out tactics for applying them in practice. It discusses what is needed at individual, team and leadership development levels, and considers what it means to be an EI practitioner. Its practical approach and unique perspective make it a must-read for anyone involved in the field of personal development.

MORAL INTELLIGENCE 2.0

ENHANCING BUSINESS PERFORMANCE AND LEADERSHIP SUCCESS IN TURBULENT TIMES, PORTABLE DOCUMENTS

Pearson Prentice Hall The best-performing companies have leaders who actively apply moral values to achieve enduring personal and organizational success. Lennick and Kiel extensively identify the moral components at the heart of the recent financial crisis, and illuminate the monetary and human costs of failed moral leadership in global finance, business and government. The authors begin by systematically defining the principles of moral intelligence and the behavioral competencies associated with them. Next, they demonstrate why sustainable optimal performance—on both an individual and organizational level—requires the development and application of superior moral and emotional competencies. Using many new examples and real case studies and new interviews with key business leaders, they identify connections between moral intelligence and higher levels of trust, engagement, retention, and innovation. Readers will find specific guidance on moral leadership in both large organizations and entrepreneurial ventures, as well as a new, practical, step-by-step plan for measuring and strengthening every component of moral intelligence—from integrity and responsibility to compassion and forgiveness. The authors also provide practical ways for readers to develop their own moral and emotional competencies.

MIND TOOLS FOR MANAGERS

100 WAYS TO BE A BETTER BOSS

John Wiley & Sons The manager's must-have guide to excelling in all aspects of the job Mind Tools for Managers helps new and experienced leaders develop the skills they need to be more effective in everything they do. It brings together the 100 most important leadership skills—as voted for by 15,000 managers and professionals worldwide—into a single volume, providing an easy-access solutions manual for people wanting to be the best manager they can be. Each chapter details a related group of skills, providing links

to additional resources as needed, plus the tools you need to put ideas into practice. Read beginning-to-end, this guide provides a crash course on the essential skills of any effective manager; used as a reference, its clear organization allows you to find the solution you need quickly and easily. Success in a leadership position comes from results, and results come from the effective coordination of often competing needs: your organization, your client, your team, and your projects. These all demand time, attention, and energy, and keeping everything running smoothly while making the important decisions is a lot to handle. This book shows you how to manage it all, and manage it well, with practical wisdom and expert guidance. Build your ideal team and keep them motivated Make better decisions and boost your strategy game Manage both time and stress to get more done with less Master effective communication, facilitate innovation, and much more Managers wear many hats and often operate under a tremendously diverse set of job duties. Delegation, prioritization, strategy, decision making, communication, problem solving, creativity, time management, project management and stress management are all part of your domain. Mind Tools for Managers helps you take control and get the best out of your team, your time, and yourself.

COACHING PSYCHOLOGY: META-THEORETICAL PERSPECTIVES AND APPLICATIONS IN MULTICULTURAL CONTEXTS

Springer This book offers detailed strategies, methodologies, approaches, practice guidelines, and policy implications effective for professional coaching on the individual, group and organizational level. It details empirical research-based and theoretical perspectives on coaching psychology as well as elaborates upon the fundamentals within multi-cultural contexts. First delivering a general introduction to coaching psychology before going on to examine specific psychological approaches towards coaching. The book also provides a conceptual framework for the use of psychometrics in multi-cultural coaching psychology. Next, the book presents meta-theoretical perspectives and applications for multi-cultural contexts, such as how to enhance leadership with group coaching from a system psychodynamic approach, how coaching can be used to support behavioral engagement and wellbeing, and how to utilize symbolic expressions, art, myths, dreams, and fantasies in coaching. This book provides practical tools towards critical self-reflective practice. Delivering the current state of the art research by presenting psychological coaching strategies theory and practice in one viewpoint. It also informs on the activity of various research approaches, thus interesting the broader student and academic reader. It will help all readers evaluate their current coaching competencies and, in the end, become better coaches. The book will also serve as an ideal resource for psychologists who want to migrate into coaching psychology.