

# EMOTIONAL INTELLIGENCE PACKAGES

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# What is Emotional Intelligence?

Emotional Intelligence (EI) is a set of emotional and social skills that influence the way we:

- perceive and express ourselves;
- develop and maintain relationships;
- cope with challenges and;
- use emotional information in an effective and meaningful way.

## Why is EI important?

Emotional Intelligence is proven to be a key indicator of human performance and development. People higher in EI communicate effectively, form strong relationships, and create powerful coping strategies. EI can be measured and unlike IQ, it can be substantially strengthened and developed.

We use The Emotional Quotient Inventory (**EQ-i 2.0**), the world's leading measure of emotional intelligence.

### **Employee Development**

Assessing and evaluating an individual's emotional intelligence can help establish the need for targeted development programs and measures.

This, in turn, can lead to dramatic increases in the person's performance, interaction with others, and leadership potential. The development potentials the EQ-i 2.0 identifies, along with the targeted strategies it provides, make it a highly effective employee development tool.

### **Recruitment and Retention**

The EQ-i 2.0 can be used as a screening tool in hiring, leading to the selection of emotionally intelligent, emotionally healthy, and the most likely successful employees.

Supplemented by other sources of information, such as interviews, the EQ-i 2.0 can make the recruitment and selection process more reliable and efficient. A sound recruiting process leads to higher retention rates and reduced turnover which can result in significant cost savings, improved employee effectiveness and increased morale.

# The EQ-i 2.0 Model

The EQ-i 2.0 Model is used to assess Emotional Intelligence (EI). A Total EI score with 5 composite scores measuring 5 distinct aspects of emotional and social functioning, while the 15 Subscales hone in on EI skills critical to workplace success.

## SELF-PERCEPTION

**Self-Regard** is respecting oneself while understanding and accepting one's strengths and weaknesses. Self-Regard is often associated with feelings of inner strength and self-confidence.

**Self-Actualization** is the willingness to persistently try to improve oneself and engage in the pursuit of personally relevant and meaningful objectives that lead to a rich and enjoyable life.

**Emotional Self-Awareness** includes recognizing and understanding one's own emotions. This includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on one's own thoughts and actions and those of others

## STRESS MANAGEMENT

**Flexibility** is adapting emotions, thoughts and behaviors to unfamiliar, unpredictable, and dynamic circumstances or ideas.

**Stress Tolerance** involves coping with stressful or difficult situations and believing that one can manage or influence situations in a positive manner.

**Optimism** is an indicator of one's positive attitude and outlook on life. It involves remaining hopeful and resilient, despite occasional setbacks.

## DECISION MAKING

**Problem Solving** is the ability to find solutions to problems in situations where emotions are involved. Problem solving includes the ability to understand how emotions impact decision making.

**Reality Testing** is the capacity to remain objective by seeing things as they really are. This capacity involves recognizing when emotions or personal bias can cause one to be less objective.

**Impulse Control** is the ability to resist or delay an impulse, drive or temptation to act and involves avoiding rash behaviors and decision making.



## SELF-EXPRESSION

**Emotional Expression** is openly expressing one's feelings verbally and nonverbally.

**Assertiveness** involves communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a socially acceptable, non-offensive, and non-destructive manner.

**Independence** is the ability to be self directed and free from emotional dependency on others. Decision making, planning, and daily tasks are completed autonomously.

## INTERPERSONAL

**Interpersonal Relationships** refers to the skill of developing and maintaining mutually satisfying relationships that are characterised by trust and compassion.

**Empathy** is recognizing, understanding, and appreciating how other people feel. Empathy involves being able to articulate your understanding of another's perspective and behaving in a way that respects others' feelings.

**Social Responsibility** is willingly contributing to society, to one's social groups, and generally to the welfare of others. Social Responsibility involves acting responsibly, having social consciousness, and showing concern for the greater community.

# EQ-i 2.0 Reports

**The EQ-i Workplace Report** is designed for an individual at a non-management level as part of their development plan. It focuses on the impact of emotional intelligence at work and other suggestions for working more effectively in one's role, with colleagues, supervisors and clients.

**The EQ-i Leadership Report** is designed for both leaders and emerging leaders and examines results through four key dimensions: Authenticity, Coaching, Insight and Innovation. The report contains insights on possible implications of results and strategies for development.

**The Group Report** is used when looking for deeper insights into a group's strengths as well as areas where the group can be more effective. Implications at an organisational level can be examined and strategies for action can further develop the group's potential. The EQ-i 2.0 Group Report combines the scores of individuals that take the self-assessment.

**The EQ360 Report** provides in-depth analyses by having those who work with the client and know the client personally provide feedback in addition to the client's self-assessment. Allowing for unlimited raters (Managers, Peers, Direct Reports, Friends and Family), these observer. These ratings are compared with the self assessment to provide the client with a 360 degree view of their effectiveness. These reports are designed to provide valuable insight and opportunities for development.

# EQ-i 2.0 Package Options

All EQ-i 2.0 Coaching Packages can be designed to meet the individual and organisations needs. Our goal is to design a package that will enable you and your organisation to develop in EI so you can maximise your performance, impact and results.

## EQ-i 2.0 Assessment and Debrief

- **Assessment** - Individual completes EQ-i 2.0 Assessment. The EQ-i 2.0 Assessment is a web-based assessment, consisting of 133 questions, focusing on the 15 emotional intelligence competencies. It takes approximately 20-30 minutes to complete.
- **Report** - A comprehensive report is provided, describing how an individual's emotional quotient (EQ) competencies work together and also provides suggested strategies for bringing EQ competencies into balance for greater effectiveness.
- **Debrief** - The coach and client will have a 90 minute debrief session. The session will focus on reviewing the results of the EQ Report and the individuals strengths and development opportunities.

## EQ-i 2.0 Individual Coaching

- **Assessment & Report**
- **Debrief** - The coach and client will have a 90 minute debrief session. The session will focus on reviewing the results of the EQ Report and the individuals strengths and development opportunities. Three Emotional Intelligence skills or behaviours will be identified that the client would like to further develop (e.g., "reflective listening" to build empathy, or "recognise how my body reacts to stress" to raise emotional self-awareness). This information will be used as the foundations for the coaching program.
- **Action Plan** - This session focuses on guiding the client closer to their goals by setting SMART goals and developing a personal action plan. The session will also determine what support and resources are needed to succeed while examining potential barriers and the risk of derailment.
- **Enhancing Emotional Intelligence** - Sessions three, four and five will focus on the three emotional intelligence skills or behaviours identified in Session One and Two. Each session will focus on one of the goals. The objective is to strengthen the lowest EQ competencies, balance the clients emotional intelligence and provide the client with practical tools to enable development.
- **Future Plans** - The final session focuses on analysing the clients development to date, identifying what actions need to continue and what future actions need to be taken to enable the client to be successful.

# EQ-i 2.0 Group Coaching

- **Assessment** - Each individual completes EQ-i 2.0 Assessment.
- **Individual Report** - A comprehensive report is provided for each individual.
- **Debrief** - The coach and client will have a 90 minute debrief session. The session will focus on reviewing the results of the EQ Report and the individuals strengths and development opportunities.
- **Group Report** - This Report combines the scores of individuals that take the self-assessment and highlights the strengths and development opportunities for the group.
- **Group Vision** - An EQ Group Report will be developed and the results shared and used as the foundation for the workshops. A facilitated group discussion will take place focusing on the highest three subscales, the lowest three subscales and the current challenges the group is facing. Each person will share their EQ strengths and development opportunities and what they are committed to doing to enable the group to succeed. The group will then agree on the three EQ competencies they want to focus on moving forward.
- **Enhancing Group Emotional Intelligence** - Each session will focus on the EQ competencies the group have agreed on during the group vision session. Each session will include open, honest conversations and exercises to strengthen the competencies. The group will leave with practical tools to enhance emotional intelligence.
- **Future Plans** - The final session focuses on analysing the group's development to date, identifying what actions need to continue and what future actions need to be taken to enable the group to collaborate better and be successful.

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