



# **EMOTIONAL INTELLIGENCE PEOPLE LEADERSHIP COMPETENCIES**

## **1-on-1 Executive Coaching & Intervention Program**

*(Coaching Steps to be collaboratively adjusted & customized,  
based upon the unique needs and goals of each Client)*

- Step A** Coach's Review of Relevant Client-Coachee Background Data & Information, with possible pre-coaching discussions and visit with key client stakeholders
- Step B** Conduct a Telephone Conversation with the Executive/Manager to "break the Ice" and clarify the program's professional & organizational Goals
- Step C** Participant Review of the pre-session Materials sent by the Coach/Consultant
- Step D** A Series of One-on-One meetings between the Executive/Manager and the Coach that may include all or some of the following:
1. Review of the Background/Reasons for this Coaching Process, including:
    - a. Repairing and/or preventing any problems or blunders;
    - b. Investing in the professional development and career advancement of the Leader/Coachee;
    - c. Strengthening the Coachee's reputation and track record as a High Performing Leader and People-Best Practices leadership Role Model;
    - d. Supporting and Advancing the organization's core values and high-performance business goals and standard
  2. Reflections on and Responses to the pre-session Materials
  3. Presentation & Discussion on Key Emotional Intelligence & Diversity Leadership Principles
  4. Review, discussion and analysis of Leadership Video Vignettes
  5. Review of workbook/resource materials, focusing on the Executive/Manager's Responsibilities for both Preventing & Reducing "People" &/or Diversity &/or Inter-Gender Respect Problems, and the Strengthening of her/his competencies & reputation as a High Performing, Positive, "Best Practices" Professional Leadership Role Model
  6. 1-on1 Interviews with key colleagues/direct reports focusing on the Executive/Manager's Leadership Strengths and Areas in Need of Improvement

Leveraging Emotional Intelligence

To Advance Individual and Organizational Excellence

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- 7. Leadership Team-Development Workshop to introduce common language, assess the professional leadership and team climate, advance a blame-free, “Where do we go from here” mindset, reduce tension and conflict, and provide respect and support for the Executive and her/his Coaching process, professional development & organizational improvement goals.**
- 8. Conduct a web-based, 360 Emotional Intelligence Leadership Instrument process (certified through The HayGroup) in which the Leadership Coachee assesses her/his own E.I. Competencies, and also identifies 20 others (who may be colleagues, customers/clients, managers, direct reports and other employees, as mutually agreed) who will serve as confidential and anonymous survey participants as well. After the survey findings are generated and analyzed, the Executive’s own results will be compared with her/his own "raters'" anonymous assessment results, and the focus of a special follow-up Executive Coaching session will focus on the 360 E.I. identification of the Leader’s Strengths, Weaknesses, priority areas for improvement, and the development of a recommended E.I. leadership improvement action plan.**
- 9. Management Styles Self-Assessment Exercise and Debriefing to Identify Executive’s Leadership Style Strengths and Areas in Need of Improvement**

**Step E      Debriefing and Next Step Strategic Action-Planning and Executive Change Commitments for Follow-Through “back at work”**

**Step F      Follow-up Telephone Consultations to offer confidential counsel to the Executive to reinforce the spirit and content of the previous sessions, link and apply the readings and experiences with the leader’s daily professional experiences and responsibilities, & provide guidance to help accomplish the agreed-upon goal for the Leader to “Walk the Talk” by: a.) Learning from past lessons; b.) Preventing any unprofessional recurrences; and, d) Consistently demonstrating the highest professional standards of People & Business-competent leadership from now on.**

**Step G      Follow-up Visit to Review, Measure and Evaluate Improvement, Identify Additional Professional Development Needs & Opportunities, and Update & Refine Next-Step Strategic Actions.**

**Step H      Submit a Confidential, written Consultant’s Report, including workbook materials and leadership resources used, a summary of key diversity leadership issues covered, mutually agreed professional development leadership action strategies implemented, a progress assessment, and recommended next steps.**