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Emotional Intelligence, Motivation and Performance

STEPHEN NEALE



Executive coach and occupational psychologist

IKEA, Deloitte&Touche, Ernst&Young, Volvo, EFTA, Velux, Toyota, Danske Bank, Nordea, Rolls Royce, Carlsberg and other international companies and organisations are among Stephen's clients

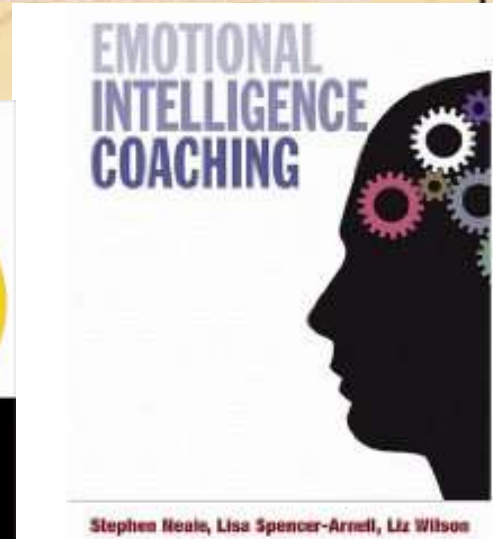
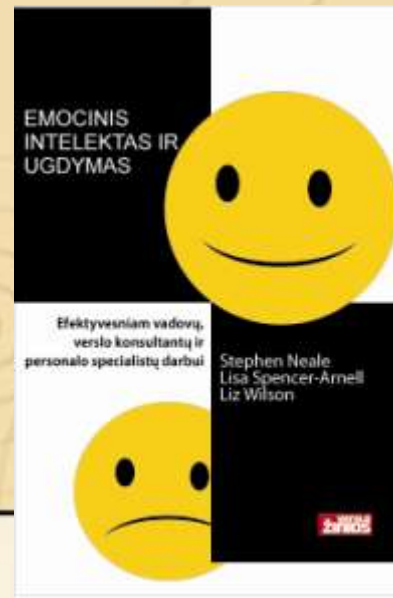
Co-author of book "EMOTIONAL INTELLIGENCE COACHING: Improving Performance for Leaders, Coaches and Individuals"

Delivered executive trainings & talks to over 4000 Lithuanian senior managers over the last 4 years

Who are we?



- Based in UK and work internationally
- Member of British Psychological Society
- Member of Royal Association of Medicine
- Accredited **matrix** Standard Consultant
- Lecturer on Executive MBA Programmes
- Trained over 7,000 senior managers with EI in last 5 years
- Work in Partnership with range of international organisations:
 - BMI
 - EICT International
 - Marketwatch
 - Winchester Consulting



Some of our customers...

BMI

Novo Nordisk

Anderson Consulting

Pricewaterhouse Coopers

Ernst and Young

EFTA

Man B&W Diesel

Rolls Royce

LEO Pharma

EFTA

GSK

Nordea

Maersk

Volvo

Toyota

Deloitte

Carlsberg

AstraZeneca

JT International

Johnson & Johnson

FLS Industries

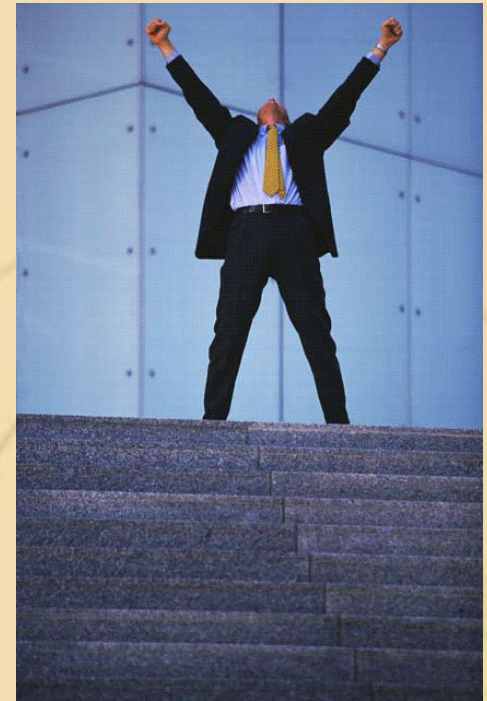
Novozymes

IKEA

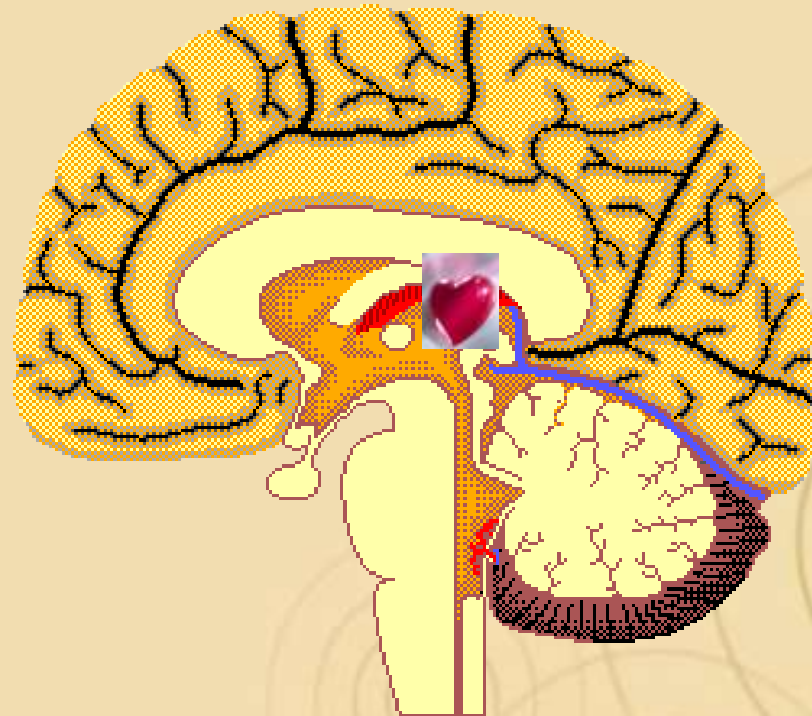
Danske Bank

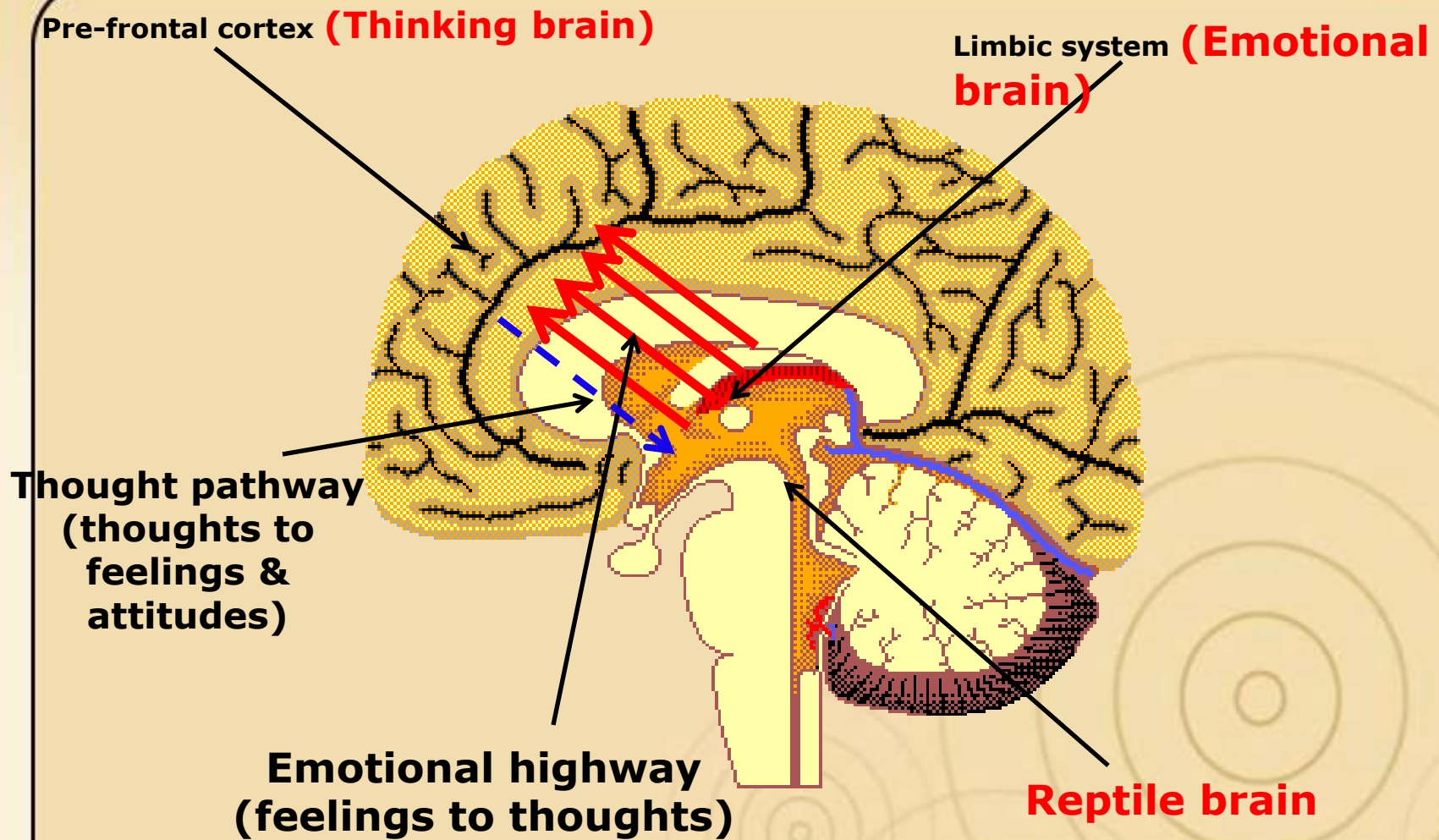
Outline of the talk

- What is EI?
- What is motivation?
- The importance of self regard
- Values
- Applying EI



What is Emotional Intelligence?





Thinking

(neo-cortex)

Feeling

(physiological, emotional,
intuitive)

(limbic system)

You



Behaviour

(doing/actions)

A (Action)

P (Pattern)

E (Emotion)

T (Thought)

H (Habit)

Emotion

Most training
is a waste of
time!



The training iceberg

Skills and
Knowledge

e.g presentation skills

Changes in
behaviour and
attitude

Emotional Intelligence

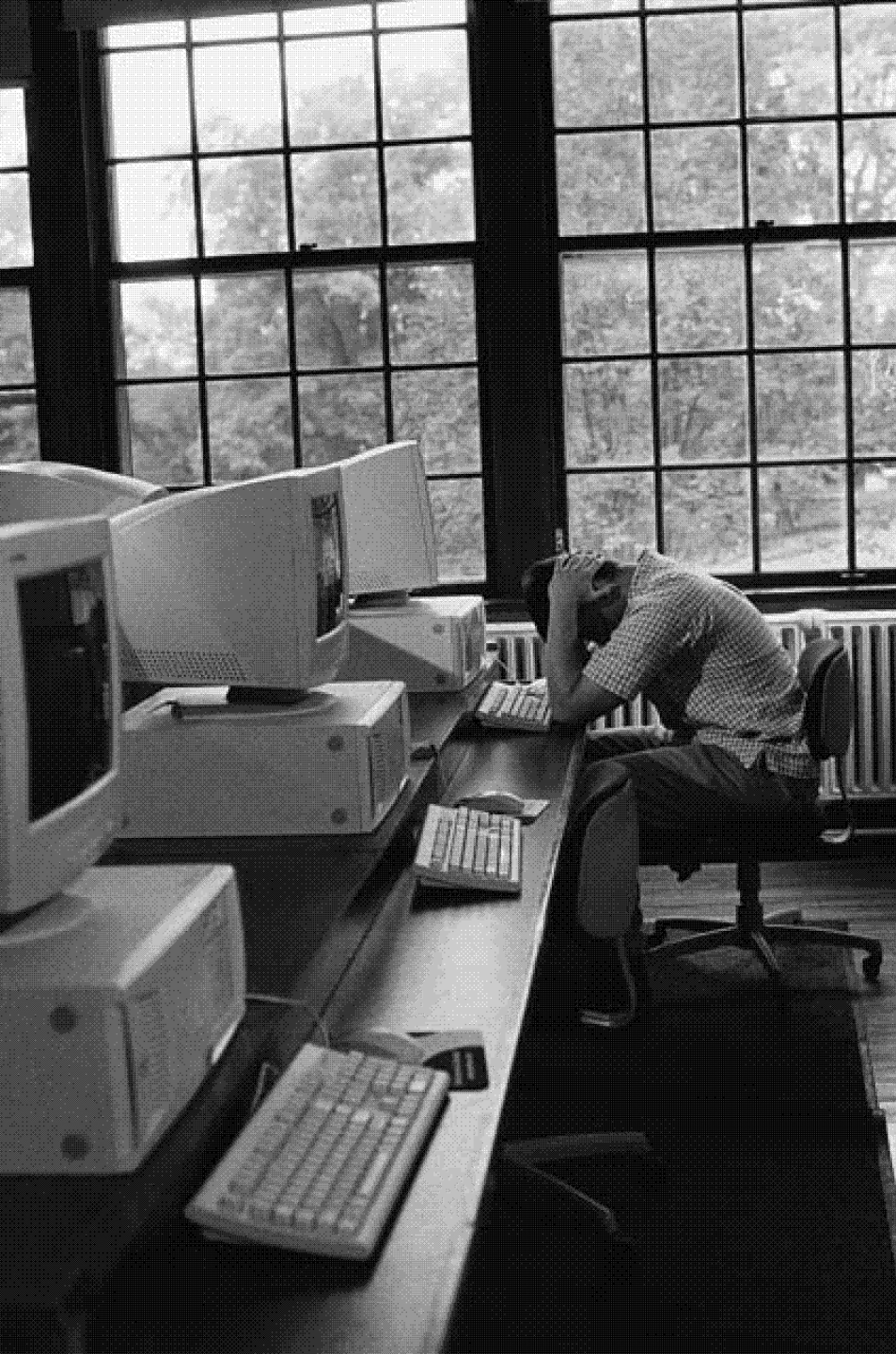
The KASH Model

- Knowledge
- Attitudes
- Skills
- Habits



How is EI linked to performance?





Performance
=
potential -
interferences

Motivation



What is motivation?



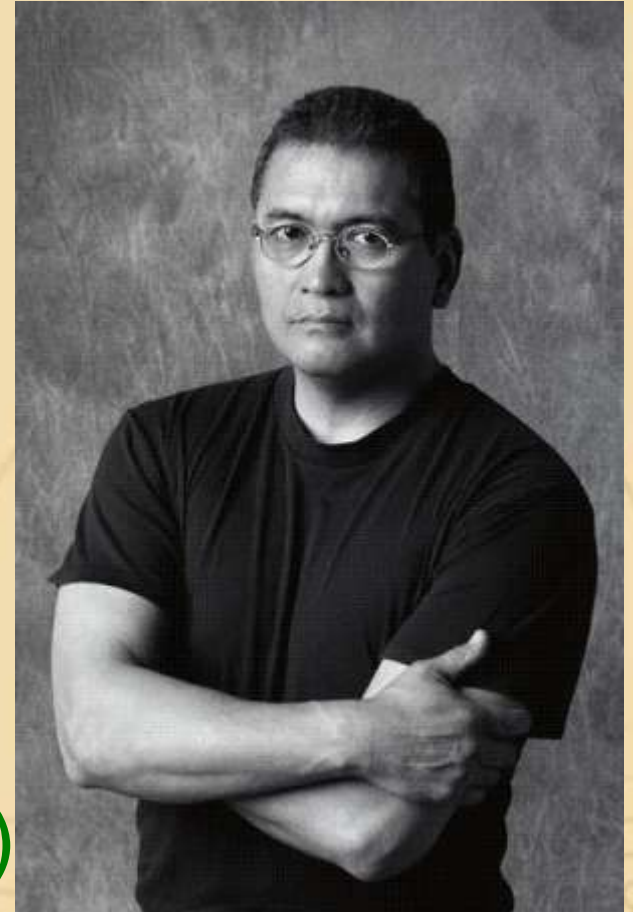
Motivation and EI

- 'motere' = emotion and move
- Our emotions 'feed' our motivation
- Things just 'flow'



Your core emotional needs

- Security (home, work, environment)
- Attention (give & receive)
- Autonomy and control
- Wider community
- Privacy and reflection
- Meaningful relationships (unconditional acceptance)
- Achievement and growth



Your Happiness Genie!

- Wealth or happiness?
- Success or happiness?
- Fame or happiness?
- Status or happiness?
- Attractiveness or happiness?



**“Until you agree to like yourself,
you will not enjoy your life!”**

Dr. Robert Holden

I am ok, as long as...

- ~~... I am perfect~~
- ~~... I help others~~
- ~~... I am successful at work~~
- ~~... I have lots of friends~~
- ~~... I am busy~~

I am ok
because I
am me!

Your self regard is like a bank account...

<p>Negative unconditional “You are stupid” -10</p>	<p>Positive conditional “Your report was excellent, because...” +2</p>
<p>Negative conditional “Your presentation was poor...” -1 or +1</p>	<p>Positive unconditional “You are a great person” +10</p>



Values



What are Values?

Values are what we know to be of the greatest importance & of the highest priority in our life'

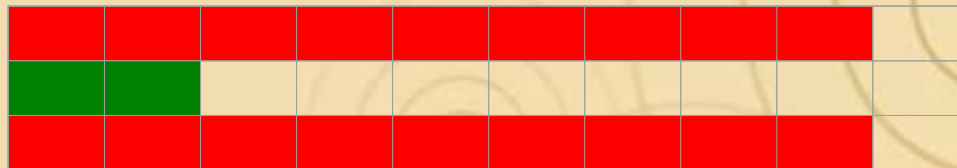
Adapted from Hyrum Smith

How can you develop EI?



Measuring EI

- Individual effectiveness
- Team effectiveness
- Organisational effectiveness
- Self evaluation
- Comparison evaluation
- 360 degree evaluation



The individual effectiveness measure



Life positions

- Self regard
- Regard for others

Awareness

- Self-awareness
- Awareness of others

Self management

- Emotional resilience
- Personal power
- Goal directedness
- Flexibility
- Personal connectedness
- Invitation to trust

Relationship management

- Trust
- Balanced outlook
- Emotional expression & control
- Conflict handling
- Interdependence

Reflective learning



The team effectiveness measure

The 7 EI factors in teams:

- Motivation and commitment
- Conflict handling
- Team climate
- Self management
- Relationship management
- Openness of communication
- Tolerance of differences



Applications of EI

- Leadership
- Team effectiveness
- Communication skills
- Recruitment
- Supervision
- Appraisals
- Negotiations
- Coach training
- Sales
- Customer service
- Link to competency frameworks and job descriptions
- **Pretty much all aspects of performance!**



A man in a dark suit, light blue shirt, and yellow tie stands on a stone ledge with his arms raised in a 'V' shape, celebrating. The background is a blue-tinted wall with a grid pattern.

Thank you!

Customised training,
coaching and consultancy in:

- emotional intelligence
- leadership
- team effectiveness
- coaching skills
- performance management

Free newsletter!

Have a happy, healthy, and successful life!

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