



Redefining HR Leadership

**The Power of EQ and Coaching
for HR Professionals**

FEB 2024



What we do

- **Our vision is to make the world a better place, one workplace at a time**
- We are passionate about **people development** and well-being
- We provide solutions across the entire HR spectrum- from HR support, talent acquisition, talent management and development to psychometric assessments and ICF certified coaching
- We work with small and large organizations to help them move to the next level by hiring right, investing in their talent and developing future leaders
- Think HR, think Ascend !



Key Clients



شركة تنمية نفط عُمان
Petroleum Development Oman



الجمعية العمانية للخدمات النفطية
Oman Society for Petroleum Services



عُمان للإبحار
OMAN SAIL



سي سي اينرجي ديفالوبمنت
CC ENERGY DEVELOPMENT



Bondoni

Oman's Trusted Company Formation Partner



Other valuable clients



Other valuable clients



North Star



Farzeen Ashik

- Entrepreneur and passionate HR professional with a decade of experience in GCC
- Computer engineer and psychologist
- MBA in Human Resources and an Associate CIPD(UK)
- Expertise in both Consulting and Corporate HR
- Proficient in all areas of HR
- Certified Hogan assessor for predicting job performance
- ICF certified Professional Coach



What you get from this workshop

Understanding EI and its 5 domains

Personal assessment of one's own EI

Link between EI and business

Coaching skills for Managers

Practical application of coaching at work

Coaching demo



Emotional Intelligence

Why it matters?

What is Emotional Intelligence?

Introduced by Salovey and Mayer (1990):

“an ability to monitor one’s own and others’ emotions, to discriminate among them, and to use the information to guide one’s thinking and actions.”

THE FIVE-MILLION COPY BESTSELLER

DANIEL GOLEMAN

EMOTIONAL INTELLIGENCE

Why it can matter
more than IQ

25TH
ANNIVERSARY
EDITION,
WITH A NEW
INTRODUCTION



BLOOMSBURY

The 5 domains of EI

Psychologist Daniel Goleman identified five elements that make up emotional intelligence.

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills

What EI is NOT!

- EI is not being sweet and sensitive
- EI is not being cheerful always
- EI is not all about feelings
- Your EI is perfect just as you are
- EI can't help you excel in your career.

5 Components of Emotional Intelligence



**Self-
awareness**



**Self-
regulation**



Motivation



Empathy



**Social
skill**



Self-awareness

- Realistic self-assessment
- Self-deprecating sense of humor
- Confidence



- **Leaders who see themselves clearly also see their companies clearly.**



Self-regulation

- Thoughtfulness
- Comfort with ambiguity
- Integrity

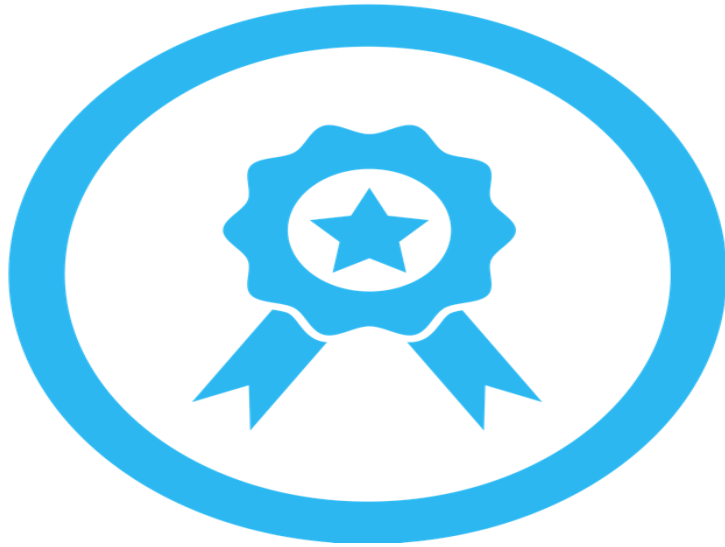


- **Leaders who control their feelings create an atmosphere of fairness and trust.**



Motivation

- Passion for the work
- Desire to raise the bar
- Commitment and optimism



- **The drive to excel is contagious.**



Empathy

- Ability to read between the lines
- Skill with group dynamics

Why Leaders Need Empathy



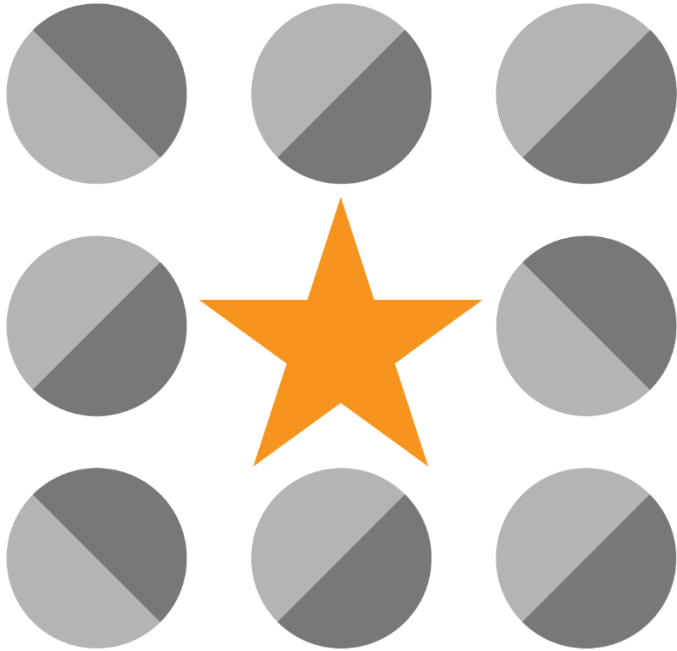
Teamwork



**Global
business**



**Talent
management**



- **Leaders need to understand team members and help them collaborate.**



- **Leaders must read cross-cultural cues.**



- **Leaders who manage with empathy increase satisfaction and reduce turnover.**

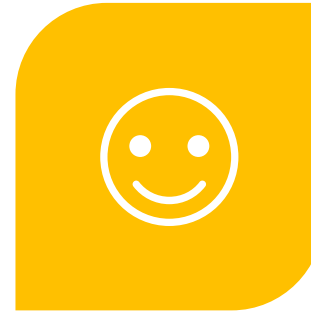
Empathy is..



PERSPECTIVE TAKING, OR
PUTTING YOURSELF IN
SOMEONE ELSE'S SHOES.



STAYING OUT OF JUDGEMENT
AND LISTENING.



RECOGNIZING EMOTION IN
ANOTHER PERSON THAT YOU
HAVE MAYBE FELT BEFORE.



COMMUNICATING THAT YOU
CAN RECOGNIZE THAT
EMOTION.



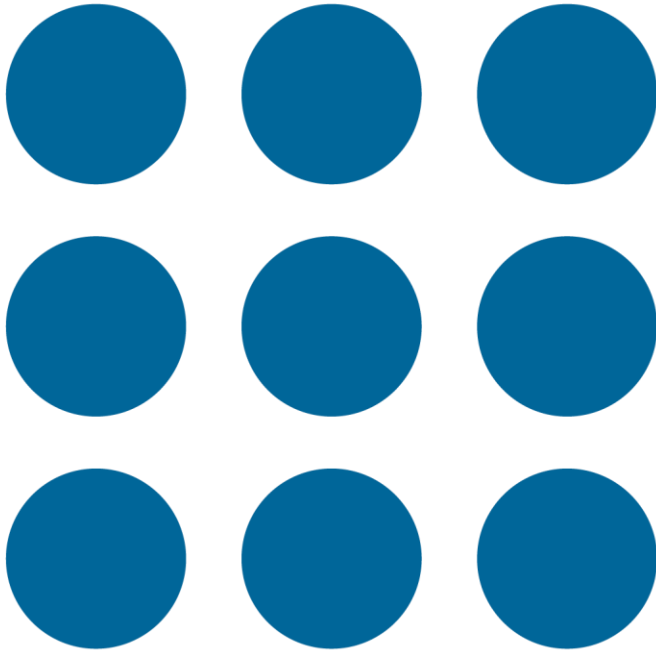
Social Skill

- Expertise with teams
- Persuasiveness
- Gift for collaboration

Sometimes “chatting” is actually relationship building.



A leader can't do everything on her own.



5 Components of Emotional Intelligence



**Self-
awareness**



**Self-
regulation**



Motivation

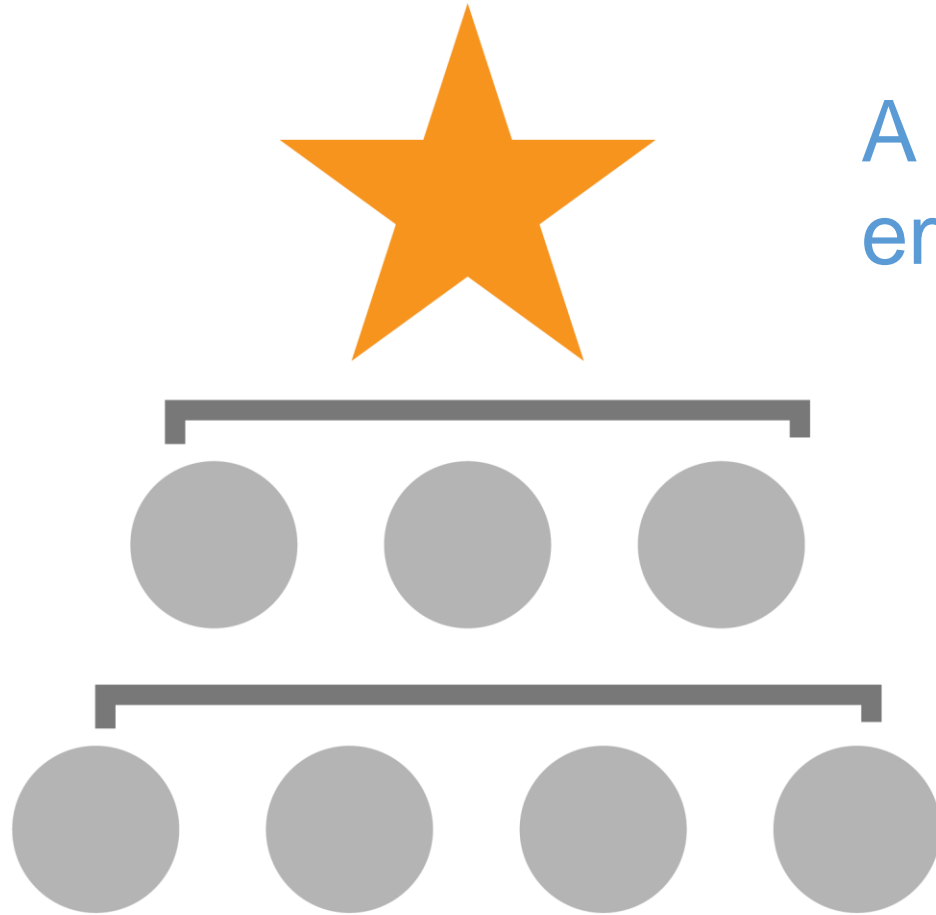


Empathy



**Social
skill**

What Do the Best Leaders Have **in** Common?

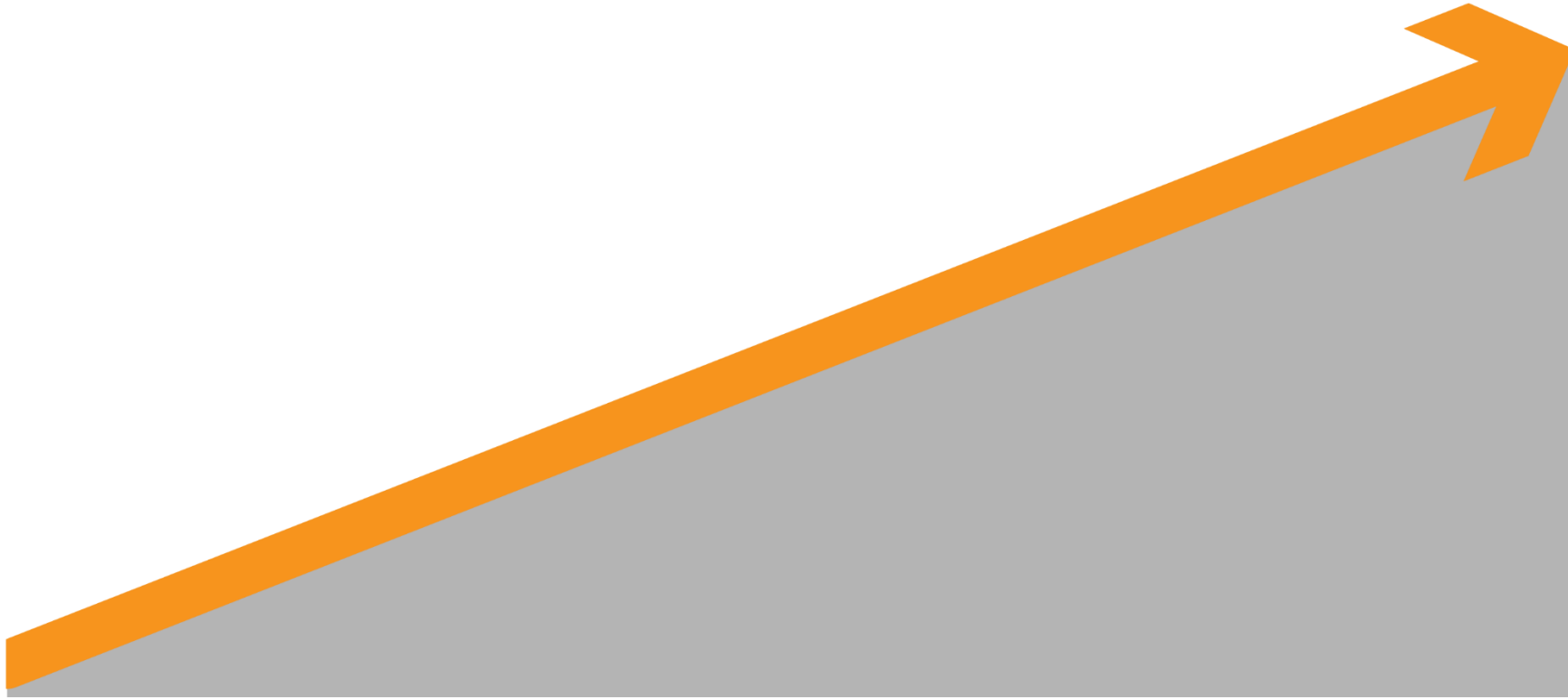


A high degree of
emotional intelligence

Emotional intelligence is **twice** as important as technical skills or IQ.



Emotionally intelligent leaders
boost the bottom line.



Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation		Conflict management
	Positive outlook	Organizational awareness	Teamwork
			Inspirational leadership

SOURCE MORE THAN SOUND, LLC, 2017

Emotional intelligence:

 Nice to have

 Need to have

Can EI be learnt?

- EQ is firm, but not rigid
- Largely inherited, shaped by childhood experience
- Good coaching programs do work
- Increases with age



Benefits of EI training for the individual

- Self-awareness and self-control
- Self-motivation
- Productivity
- Commitment to profession
- Confidence and flexibility
- Empathy
- Communication skills
- Long lasting and strong interpersonal relationships

Benefits of EI training in the workplace

Effective communication

Better team spirit

Making new connections

Be more open to feedback

Self-motivation leading to high-performance work culture

Better management of emotions

Better leadership and management skills

Why is EQ important?

EQ is positively correlated with:

- Leadership
- Job performance
- Job satisfaction
- Happiness
- Well-being (both physical and emotional)

Why is EQ important?

EQ is negatively correlated with:

- Counter-productive work behaviours
- Psychopathy
- Inability to manage stress

What happens if your EQ is too high?

Lower levels of creativity and innovation potential

Difficulty giving and receiving negative feedback

Reluctance to ruffle people's feathers

A well-developed ability to manipulate others

An aversion to risk



Coaching for greater success



What is Coaching?

- ICF defines coaching as **partnering** with clients in a **thought-provoking** and **creative** process that inspires them to **maximize their personal and professional potential**.
- The process of coaching often unlocks previously untapped sources of **imagination, productivity and leadership**.

What is coaching?

- The client is always in control
- The coach supports
- Client decides the destination(goals)
- Coach helps the client stay on track
- Coach always honors and supports the client's wishes



Essential coaching skills

- Active listening
- Paraphrasing/summarising
- Using silence
- Asking open questions
- Listening without judgement
- Generating understanding
- Challenging with permission...



The Shift



- Instructing
- Giving advice
- Offering Guidance

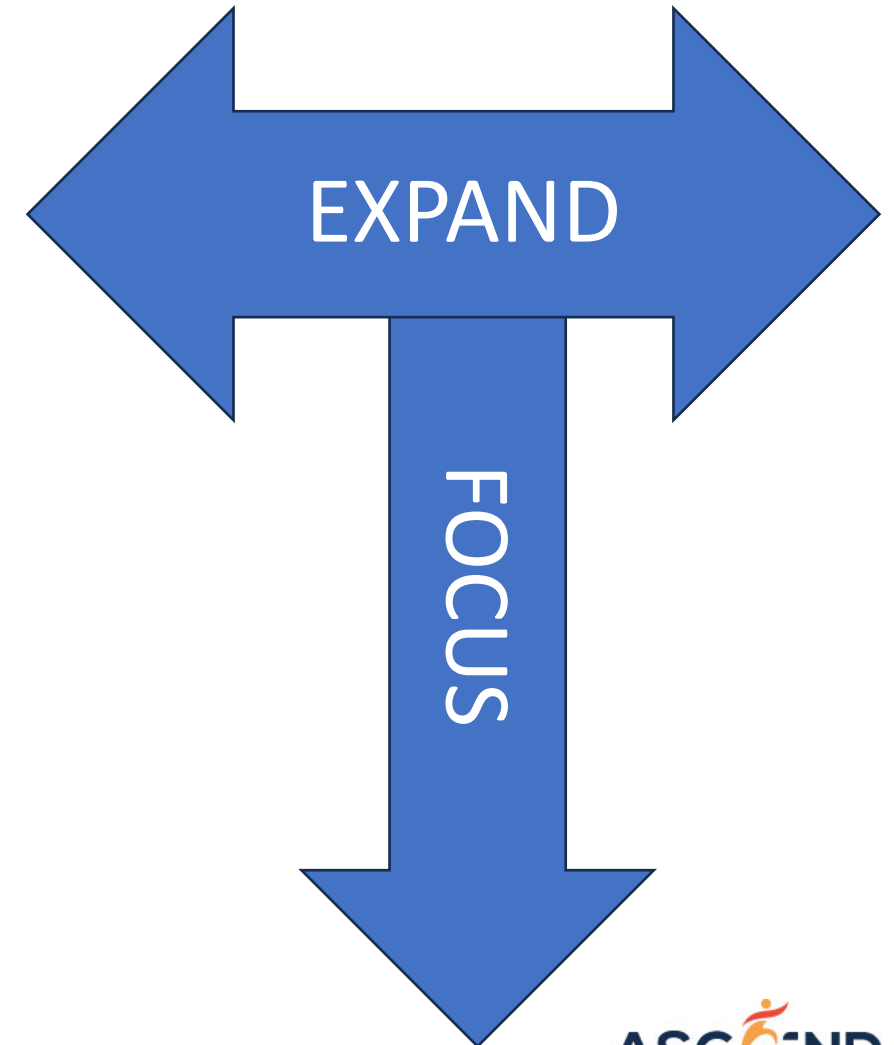
- Giving feedback
- Making suggestions

- Asking questions to create awareness
- Summarising
- Paraphrasing
- Reflecting
- Listening to understand

Different coaching models



Sir John Whitmore



Miles Downey

Coaching Session Partnering



Basic elements of a coaching conversation

Create a focus

- “What would you like the focus of this XX minute coaching conversation to be?”
- Given your focus of (X) what would you like to gain/achieve as a result of being coached?”



Open the conversation

- “Where would you like to begin exploring (X) given your desired outcome of (Y)?”
- “Where is the most important place to begin considering your focus of (X)?”



Allow for exploration

- Ask open questions
- Questions starting with 'What' works best
- Avoid questions starting with 'Why'



Check in

- What are you noticing so far?
- What have you learnt?
- What's coming up for you?



Help further discovery

- “Now that you have noticed (A, B, C) regarding your focus (X), what is important to consider next?”



Make an action plan

- “As a result of being coached, what do you feel to do?”
- “What steps can you take that will help you achieve your desired outcome of (Y)?
- “ How will you be accountable?”



Evaluate and close

- “How successful was the coaching in addressing your focus of (X)?”
- “In what ways have you achieved the outcome you desired?”
- “What value did you receive from your coaching conversation today?”



I don't have the time!!!



The Coaching Habit



The Coaching Habit Say Less, Ask More & Change the Way You Lead Forever

Michael
Bungay
Stanier

Wall Street Journal Bestseller
Over half a million copies sold

Why is it worth the effort for managers?

- Helping others
- Unlocking potential
- You work less hard eventually
- You have greater impact





3 vicious cycles to break

- Creating overdependence
- Getting overwhelmed
- Becoming disconnected

MBS' 7 Essential Questions

Question 1

KICKSTART QUESTION

What's on your mind?



MBS' 7 Essential Questions

Question 2

The AWE question

'And what else?'



MBS' 7 Essential Questions

Question 3

The Focus question

‘What’s the real challenge here for you?’



MBS' 7 Essential Questions

Question 4

The Foundation question

‘What do you want?’



MBS' 7 Essential Questions

Question 5

The Lazy question

'How can I help?'

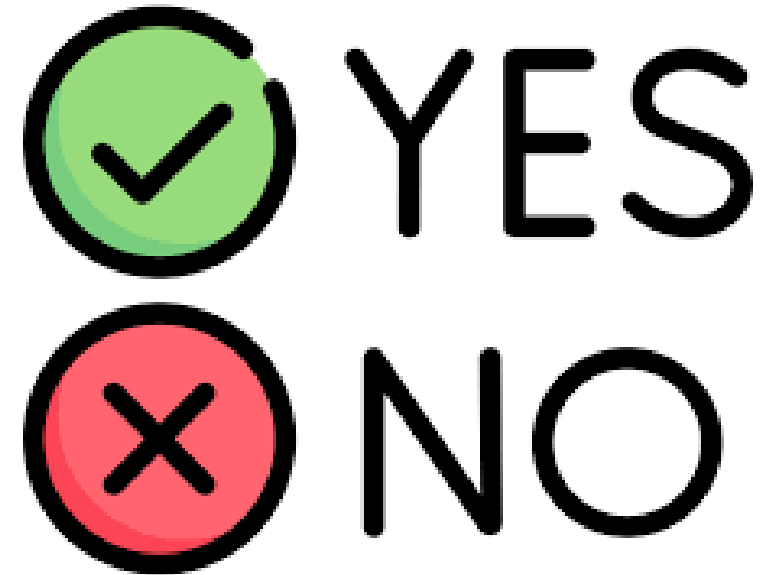


MBS' 7 Essential Questions

Question 6

The Strategic question

'If you're saying Yes to this , what are you saying No to?



MBS' 7 Essential Questions

Question 7

The Learning question

‘What was most useful for you?’



Contact us for more details!



Call us on 99168949 or 72220950

Email us on info@ascendconsulting.me

www.ascendconsulting.me

Thank you!