



The Institute for  
Integrative Coach Training





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*You wish to empower others.  
We get you there.*

# The 4 Quadrants of Client's Emotional Intelligence





How do you  
currently define  
Emotional Intelligence?



What is the  
relevance to your  
clients?





What are you currently  
doing to facilitate  
EQ in your clients?

# *Emotional Intelligence*

Defined as: The skill, or natural ability, to accurately perceive, manage and apply reason to the meaning of emotion in ways that enhance self-understanding and an understanding of others.



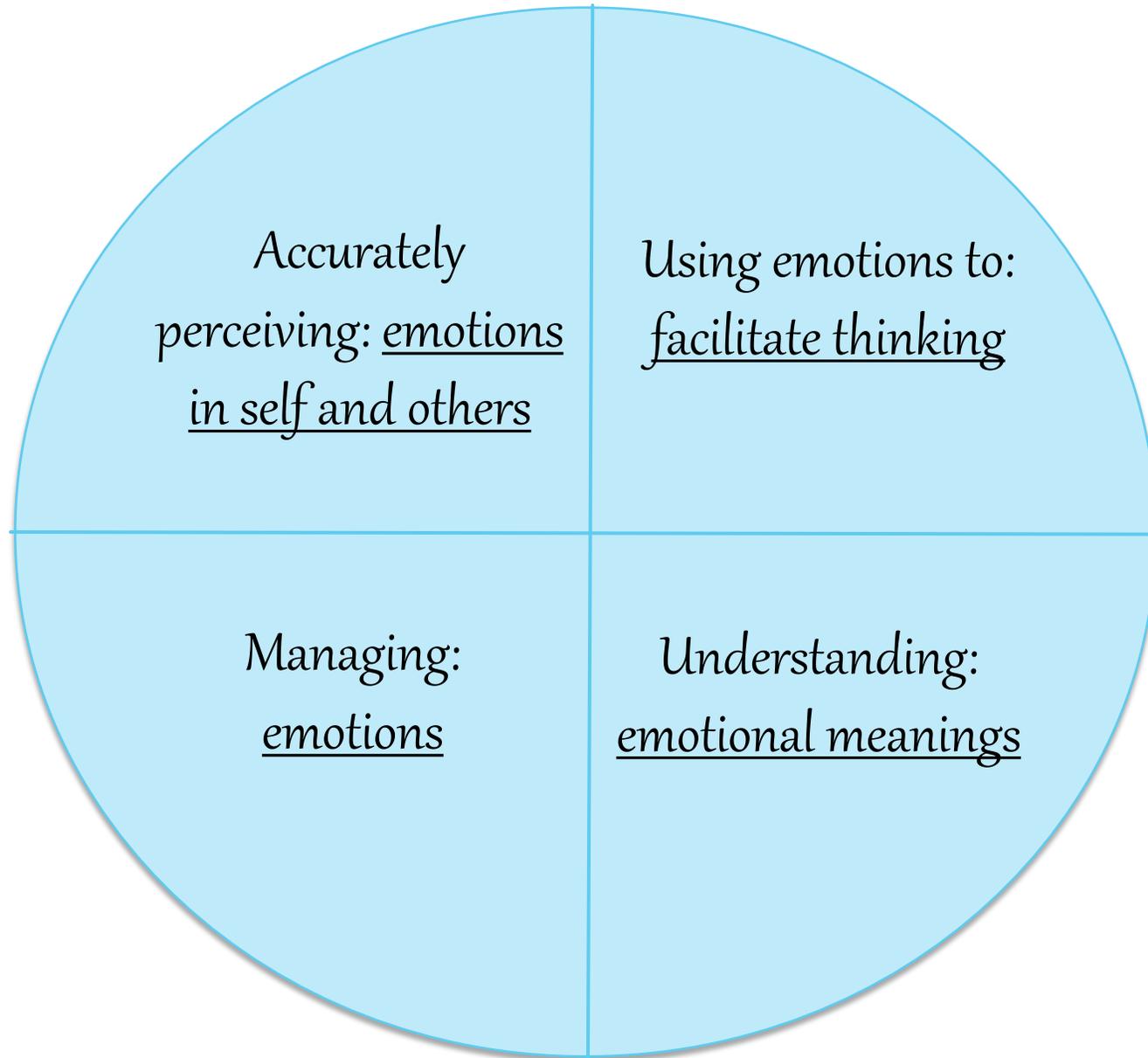
“Research showed  
that leaders who focus on  
self-management and relations  
produced 390% more.”

~Goleman, Boyatzis & McKee

# Emotional Intelligence

Daniel Goleman is considered the father of coining the term and bringing light to EQ and its relevance.

Psychologists John Mayer (University of New Hampshire) & Peter Salovey (Yale), are key researches in the field of EQ and identified four branches of emotional intelligence.



# Emotion =



# Energy in Motion

# Accurately perceiving emotions in self and in others.

How as coaches do we accurately perceive emotion in our clients?

1. Observe somatically. Body/vocal tone, pacing. Reflect and inquire.
2. Guess! In empathy we guess at what emotion a person is feeling. Reflect and inquire.

Coaching examples:

- ✓ I noticed your face lit up, are you feeling happy?
- ✓ I noticed you were clenching your fist, are you feeling frustrated?



# Using emotions to facilitate thinking.

Once we have accurate perception then we can use emotions to facilitate thinking.

Q: In what ways do emotions facilitate thinking?

A: They reflect to us our needs, values and priorities.

Coaching questions:

- ✓ What does the anger tell you is most important right now?
- ✓ What does the happiness tell you about your values?



# Managing emotions.

How can we help clients manage their emotions?

Activities. Emotions are energy in motion so allowing them to process and move on helps a person manage them. Or, emotions can stick around or stay stuck.

Coaching questions:

- ✓ Is this something you are taking personal? What can you do to not take this personal?
- ✓ What activities bring you joy?



# *Understanding emotional meanings.*

How can you help your client understand emotional meaning?

Use emotion as a messenger.

Emotions reflect our relationship to life. Including our thoughts, subconscious/unconscious reactions and our values.



# *Understanding emotional meanings.*

Emotions can reflect our fear (what we don't want - logical) or our desires (what we do want - our heart). Sufis have a teaching: Fear is half a message. Your heart has the other half.



## Coaching Questions:

- ✓ What if the fear had a meaning? What could that be?
- ✓ What does your heart say about this?

# ICF Core Competencies Emotional Intelligence covers:

1. Co-creating the Relationship:
  1. Establishing trust and intimacy
  2. Coaching presence
2. Communicating Effectively:
  1. Active listening
  2. Powerful questions
  3. Direct communication
3. Facilitating Learning and Results:
  1. Awareness
  2. Action
  3. Planning

*To move a client  
forward, we can help  
them step out of their  
story and into a new  
vision...*

# Join us next month!



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