

King Street Associates

Coaching & Consulting

Developing Individuals & Teams Using EQ

EQ Explained

Emotional Intelligence (EQ) is a relatively new way of thinking about personal mastery that has quickly become established in the literature about leadership development. There is a substantial base of research linking high EQ to success and low EQ to professional derailment. EQ encompasses the “soft” or “people” skills that, when combined with superior technical/functional capability, lead to success in leaders. EQ accounts for the air gap that sometimes exists between functional expertise and leadership potential, and explains why some functionally talented professionals top-out early or flounder in more senior roles. Briefly stated, EQ includes abilities to:

- Identify and manage one's emotions and emotional responses
- Accurately identify emotions in others and respond effectively

Measuring EQ

There are a variety of assessment tools and approaches to measuring EQ. After reviewing them, King Street Associates identified what it considers to be far and away the best as the one we will use and endorse. *EQ-In Action* measures seven aspects of EQ:

1. Access to range of feelings
2. Positive-Negative orientation
3. Self-Other orientation
4. Balance of reliance on thoughts, wants and feelings
5. Empathy accuracy
6. Empathy understanding
7. Self-regulation under stress

Why EQ-In Action

In addition to the seven dimensions measured by EQ-In Action, other features make this our instrument of choice:

EQ-In Action	Others	Benefits of EQ-In Action
Interactive, real-time instrument	Self-report 360 report	Greater validity
Rates immediate internal experience	Rate past or hypothetical situations	Greater validity & relevance
Includes the impact of stress on EQ	Steady state only	Greater application & learning
Provides narrative discussion of results & graphs	Graphs + score only	Greater insight & learning
Results are presented in a comprehensive, data-rich report with normative data	Graphs only or with limited discussion	Greater application & learning
Report is accompanied by a handbook	Report only	Suggested next-steps

Increasing EQ

The good news is that it is possible to increase one's emotional intelligence quotient. However, it is almost impossible to do by one's self, since low EQ is often accompanied by lack of awareness. Increasing EQ requires two things: awareness and action. The combination of increased awareness with the ability to translate it into new behaviors adds up to greater interpersonal effectiveness.

Clients have several options for how to increase the EQ of individuals and groups, and King Street Associates tailors each program to the specific needs of the organization.

Our EQ Programs

Individualized 1:1 EQ Laser-Coaching

\$2,500

A laser-focused program of 3 sessions with a coach. Includes EQ-In Action assessment and report, debrief of results by an EQ-In Action certified coach, and coaching on key development areas. Ideal for staff who do not qualify for a full coaching engagement.

Team Building

\$7,000

A two-day workshop for intact teams, that can be delivered together or on two separate occasions. Includes EQ-In Action assessment, introduction to concepts, debrief of reports by an EQ-In Action certified facilitator, and exercises tailored to the team and its unique opportunities and challenges.

Group Training

\$700/Participant

A one-day workshop that includes EQ-In Action assessment, introduction to concepts, debrief of reports by an EQ-In Action certified trainer, and next-steps planning. Minimum 5 participants.

Custom-Designed Solutions

TBD

A completely customized solution for individuals, groups or teams. May include pre- and post-assessment feedback to measure impact over time; specific design based on consultation with client.

Sample Training Design 1-Day Format for Intact Teams

Prework:

- Take the online assessment
- Read short article on Emotional Intelligence
- Bring most recent competency assessment to class

Workshop

- Context & overview
- Introductions
- Questions from prework
- Module on how the EQ-In Action assessment results are structured
- Return results to participants for individual review
- Integration activity: identifying impact of results on:
 - I. Relationships with others on the team
 - II. Relationships with manager
 - III. Productivity & performance
- Discussion of relationship between EQ results and competency assessment feedback
- Integration activity: team implications*
- Next steps/action planning
- *Optional & advised: 60-90 minute follow up meeting or call with each participant to provide individualized attention & feedback*

* this activity is eliminated for mixed groups (not intact teams)