

EQ Assessment and Coaching as a Performance Improvement Initiative

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Elements of an Effective Team



Five Dysfunctions of a Team, Patrick Lencioni, (2002).



Center for Creative Leadership Model

3 Orientations

1. People Orientation (Empathy, Social Responsibility, Stress Tolerance, Impulse Control, Happiness)
2. Process Orientation (Assertiveness, Independence, Self-Actualization, Stress Tolerance, Optimism)
3. Organization Orientation (Self-Actualization, Interpersonal Relationship, Reality Testing, Impulse Control, Happiness)

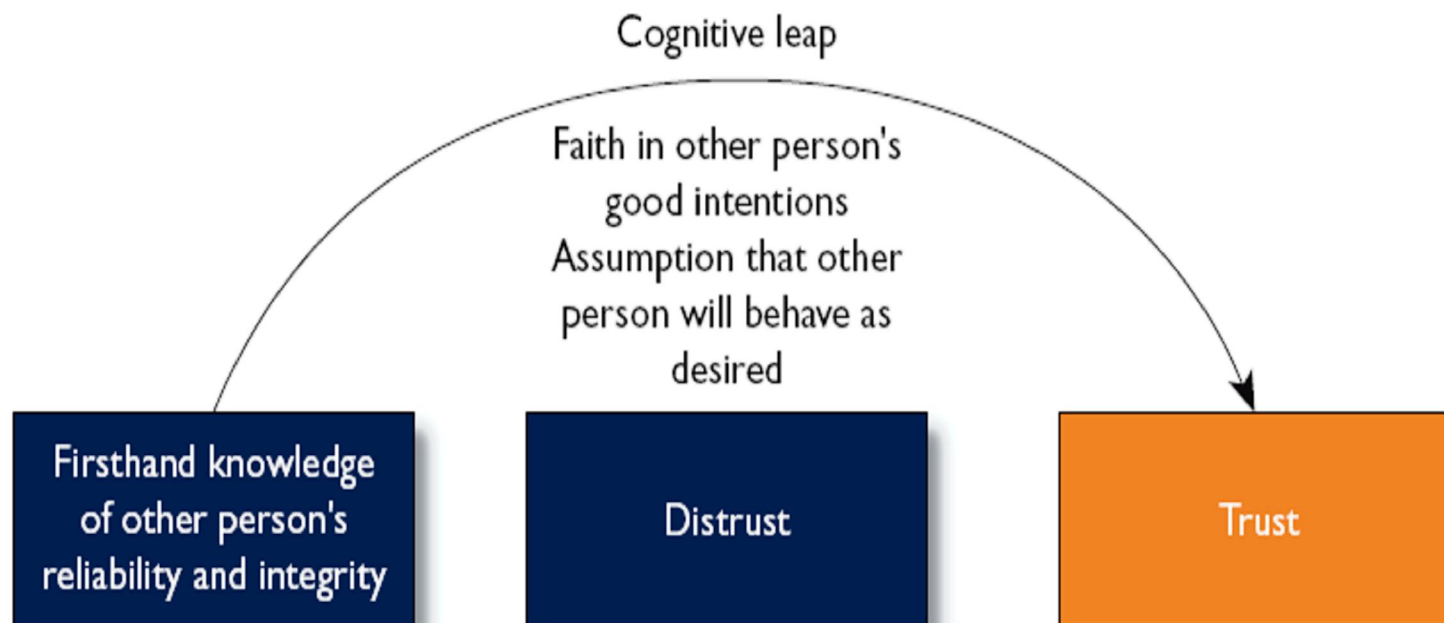
4 Behavioural Pillars

1. Centered and Grounded (Social Responsibility, Stress Tolerance, Impulse Control, Optimism)
2. Action-Taking (Assertiveness, Independence, Optimism)
3. Participative (Empathy, Social Responsibility, Interpersonal Relationship, Impulse Control, Happiness)
4. Tough-Minded (Self-Regard, Stress Tolerance, Impulse Control)

LEADS Capability Framework for Leadership (leadersforlife.ca)

1. Lead Self . *Self-Aware, Manages Self, Develops Self, Demonstrates Character*
2. Engage Others
3. Achieve Results
4. Develop Coalitions
5. Systems Transformation

Interpersonal Trust Requires a Cognitive Leap



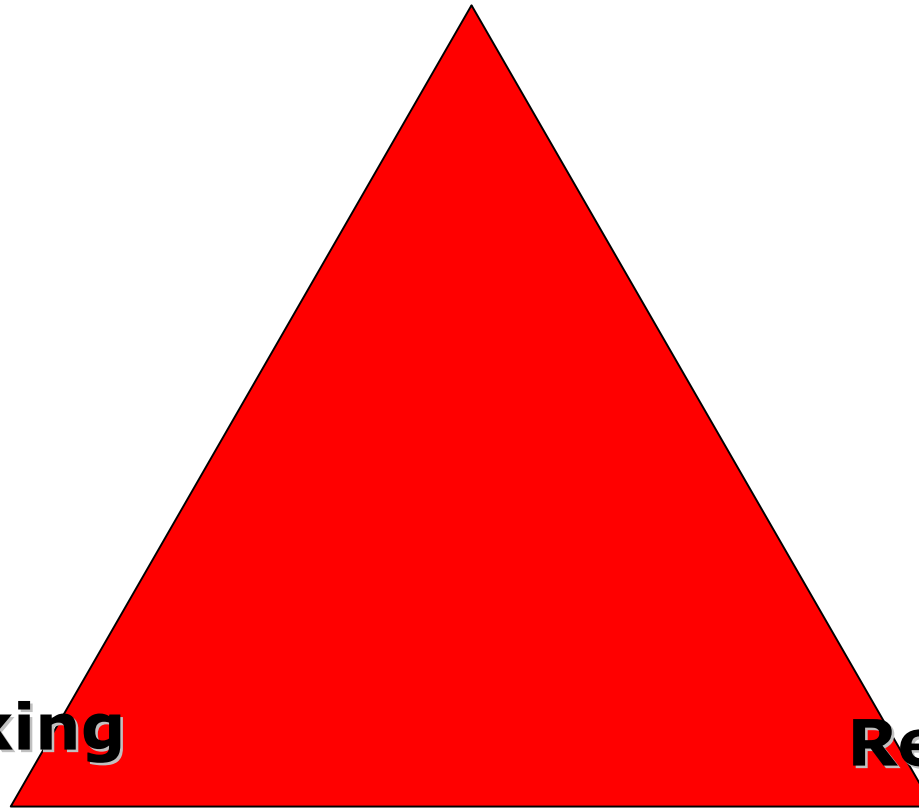
Organizational Behavior, Kreitner-Kinicki, 2003

Elements of Trust

Execution

Decision Making

Relationships



Questions?

Thank you

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