



REIMAGINE THE *Future*

MAY 16-22, 2022

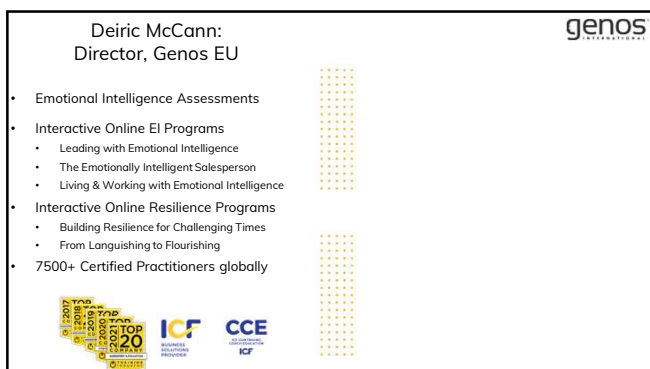
ICF INTERNATIONAL COACHING FEDERATION

The Neuroscience of Emotional Intelligence for Coaches

...a masterclass for International Coaching Week

Sponsored by ICF HSC Leadership Centre

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Deiric McCann:
Director, Genos EU

- Emotional Intelligence Assessments
- Interactive Online EI Programs
 - Leading with Emotional Intelligence
 - The Emotionally Intelligent Salesperson
 - Living & Working with Emotional Intelligence
- Interactive Online Resilience Programs
 - Building Resilience for Challenging Times
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QR Code

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Three principles from the Neuroscience of EI for more effective coaching




4

Why Emotional Intelligence?





5



Think of the **Best Boss** you ever worked for

Write their name or initials on top of your page.





6

Your experience of your Best Ever Boss

1. Demonstrates awareness of their mood and emotions

2. Makes other feel appreciated

3. Is open and honest about mistakes

4. Makes ethical decisions

5. Manages their emotions effectively in difficult situations

6. Recognises others' hard work and achievements

Now, total those scores

1 Significantly less than others

2 Less than others

3 About Typical

4 More than others

5 Significantly more than others

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How did you feel around this person?

Write down three words

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Genos: changing for business, life: changing for people




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How well did your Best Ever Boss engage you?

1 2 3 4 5 6 7 8 9 10


Utterly Disengaged 'So-so' Highly Engaged

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Think of the
Worst Boss
you ever worked for

Write their name or initials
on top of your page.

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Your experience of your
Worst Ever Boss

1. Demonstrates awareness of their mood and emotions
2. Makes other feel appreciated
3. Is open and honest about mistakes
4. Makes ethical decisions
5. Manages their emotions effectively in difficult situations
6. Recognises others' hard work and achievements

Now, total those scores

- 1 Significantly less than others
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- 3 About Typical
- 4 More than others
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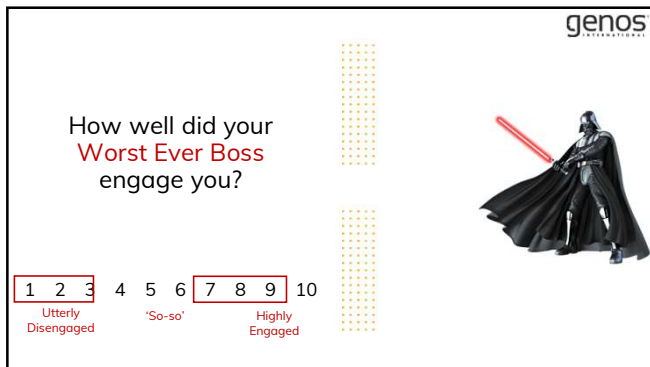
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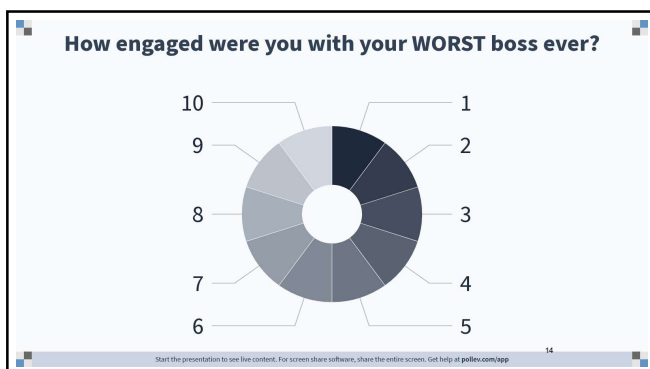


genos Genos changing for business, life-changing for people

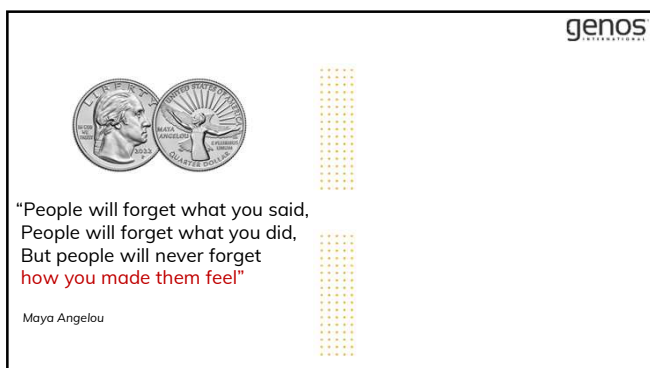
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Why it matters...

The way you 'show up'...

...determines the way people **feel**,
and the way they feel...

...determines the extent to which
they can **engage**...

...and that impacts pretty much
EVERYTHING
about the outcome of that
relationship...

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Before You Meet...1

- "How do I want this person to feel when we finish our meeting?"
- 'Begin with the end in mind'

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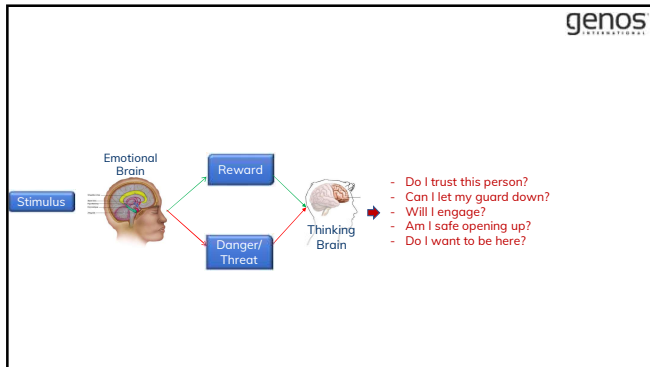
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The Neuroscience
of Emotional Intelligence

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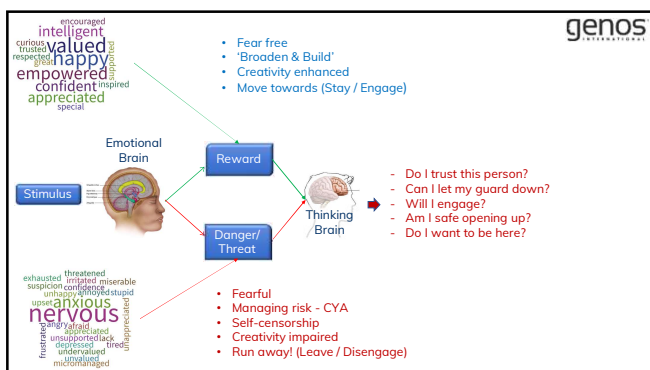
“Everything you do in life is based upon your brain’s determination to minimise danger or maximise rewards.

Minimise threats and maximise rewards is the organising principle of the brain”

(Gordon, 2000)

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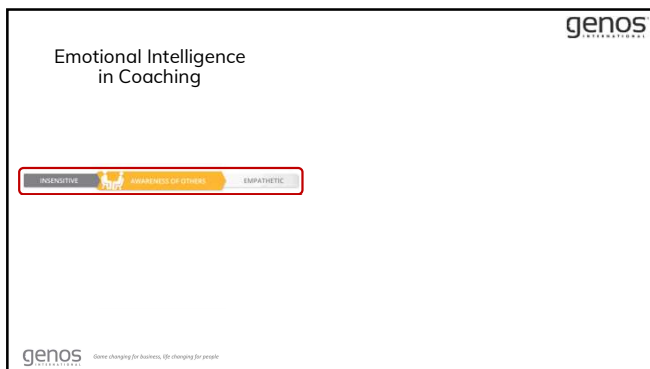
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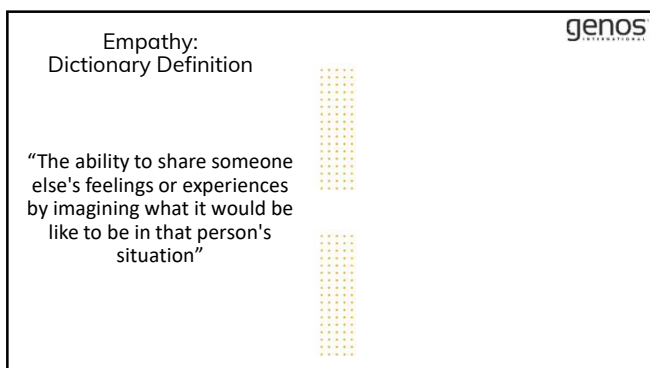
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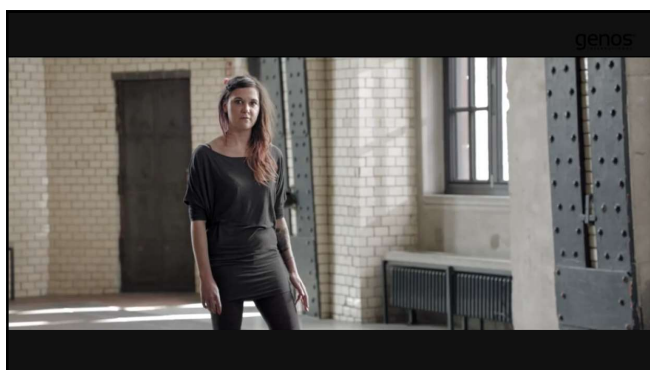


Empathy

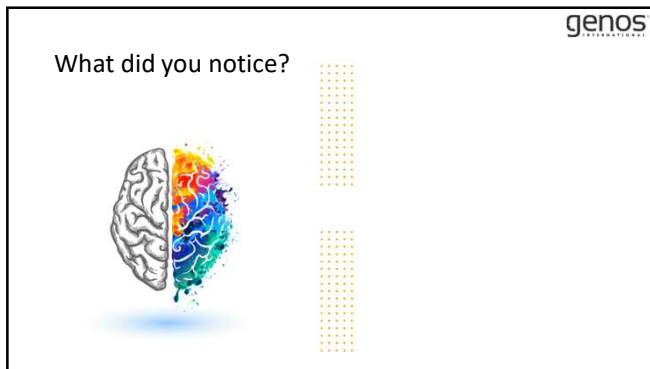
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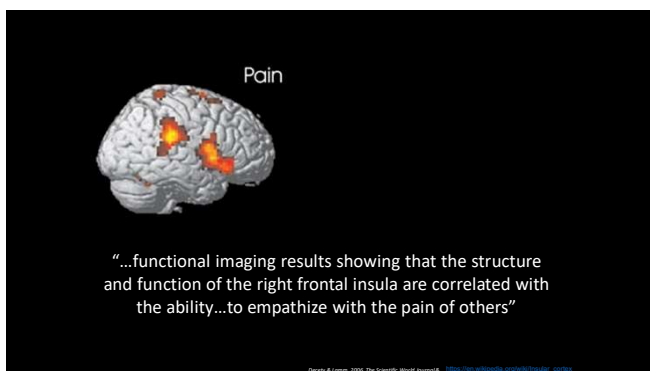
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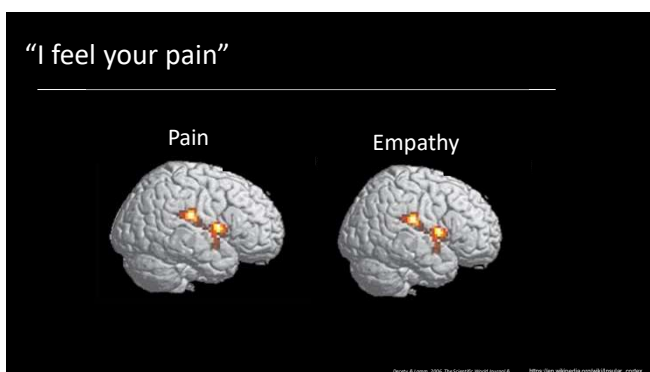
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Emotionally Intelligent
conversations are
optimal when both
parties **consciously take**
account of the facts AND
the feelings

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Empathy is a choice

Empathy needs intention

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Before You Meet...2

- 'I intend to connect to this person empathetically'
- Create connection – no one is really on our side until we **FEEL** they are on our side

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Emotional Intelligence
in Coaching

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Authenticity

“Authenticity is about openly and effectively expressing yourself, honouring commitments and encouraging this behaviour in others.

It involves appropriately expressing specific feelings at work, such as happiness and frustration; providing feedback to colleagues about how you feel

- expressing emotions at the right time, to the right degree and to the right people.

People high in this skill are often described as **genuine**, whereas those low in it are often seen as **untrustworthy**”

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Artificial Harmony

Artificial harmony evolves when people decide to agree even when they do not believe it to be their best interests

- when people are inauthentic.

We (all) make such decisions because of fear of conflict

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Authenticity

1. Is open about their thoughts, feelings and opinions.
2. Expresses thoughts and feelings in a way that is sensitive to those of others.
3. Facilitates robust, open debate.
4. Is open and honest about mistakes.
5. Honours commitments and keeps promises.
6. Encourages others to put forward their thoughts, feelings and opinions.
7. Responds effectively when challenged

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Authenticity for Coaches

1. Is open about their thoughts, feelings and opinions.
2. Expresses thoughts and feelings in a way that is sensitive to those of others.
3. Encourages others to put forward their thoughts, feelings and opinions.

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Difficult discussions are
indigestible without trust
– trust is impossible
without authenticity

Authenticity is impossible
without courage

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Before You Meet...3 genos
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- 'I intend to be courageous enough to be my authentic self'
- We will allow ourselves to be challenged when we sense a coach's positive intent, feel their connection, and trust their motives

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Before You Meet... genos
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- 'How do I want this person to feel when we finish our meeting?'
- 'I intend to connect to this person empathetically'
- 'I intend to be courageous enough to be my authentic self'

Intention is critical

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My Pre-Coaching 'Haka'

Use a 'Purposeful Pause' as you get ready to meet
6 deep breaths, 1 minute of attention to breath

After this minute, I revisit my commitment to being intentional
about my impact, to be empathetic, and to be courageous enough
to be authentic




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My Best Suggestion

Share this approach
with your coachee

Make it part of
your 'contracting'

Perhaps open your sessions
with this as a check-in



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**Your Body is Your Brain:
Get Smarter About What
Matters Most**

with Amanda Blake, PhD
Award-winning Author & Master Somatic
Leadership Coach

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