

Crescendo Connect Conversations – May 11, 2015

EI Practitioner Round Table

Presented by: Monica Seme, Bob Huff and Mary Ann Djonne

Dial in Information

- Tel: 1.302.202.1110
- Passcode: 657872

Materials for call:

- Slides Handout

Call Etiquette:

- Mute/unmute: 4*
- Questions: 5*

Thank you!

EI PRACTITIONER ROUNDTABLE:

“Designing, Developing and Integrating Emotional Intelligence Programs”

CRESCENDO CONNECT CONVERSATION

Presented by:

Monica Seme - Superior Insight Consulting, Inc.
Bob Huff – Aimia Inc.
Mary Ann Djonne – Mayo Clinic

May 11, 2015


PURPOSE

- ⊙ Background/Context
- ⊙ EI Practitioner Discussion – Designing, Developing and integrating Emotional Intelligence programs.
 - ⊙ EI and Leadership *Overview* – *Monica Seme*
 - ⊙ Leadership *Development* – *Bob Huff*
 - ⊙ Leadership *Coaching* – *Mary Ann Djonne*

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EMOTIONAL INTELLIGENCE & LEADERSHIP

MONICA SEME - SUPERIOR INSIGHT CONSULTING

Young President's Organization

- ⦿ Attendees completed EQ-i^{2.0} Assessment prior to the workshop
- ⦿ Emotional Intelligence and Leadership Workshop
 - ⦿ EI Relevance to Leadership
 - ⦿ EI Overview
 - ⦿ Group EQ-i^{2.0} debrief
 - ⦿ Partner sharing exercises





EMOTIONAL INTELLIGENCE & LEADERSHIP

MONICA SEME - SUPERIOR INSIGHT CONSULTING

Follow up: EI Deeper Dive Retreat

- ⦿ Overused/Underused Competencies
- ⦿ Organization and Leadership Impact
- ⦿ Action Plans
 - ⦿ EI Development Strategy Guide
- ⦿ Key Learnings



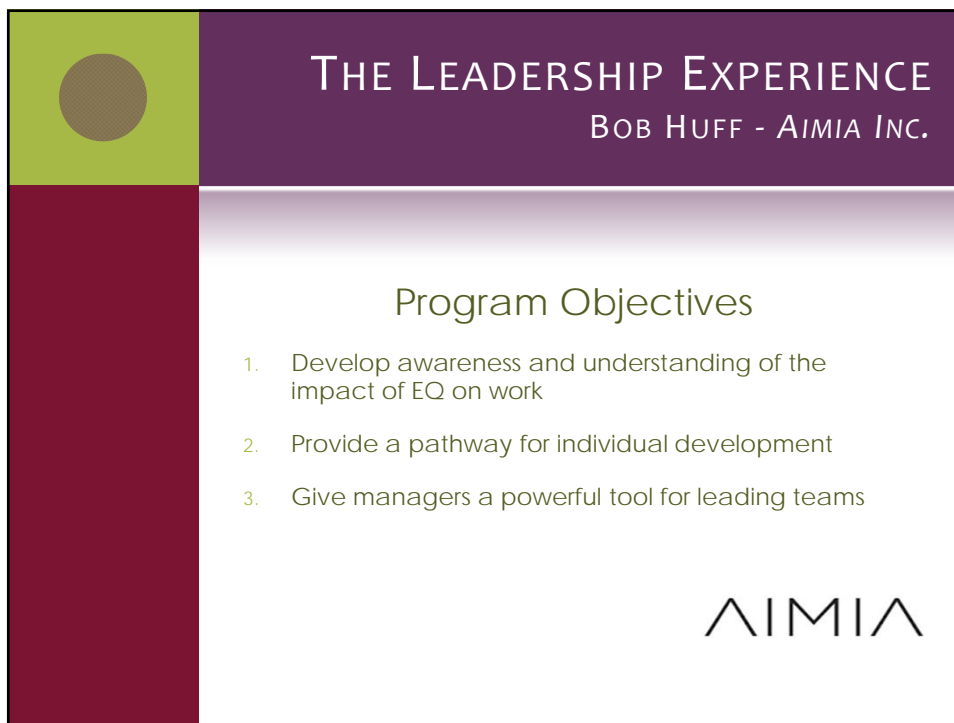


THE LEADERSHIP EXPERIENCE
BOB HUFF - AIMIA INC.

The Leadership Experience

- ⊙ Introduced EQ - August 2014
- ⊙ Launched 4 pilot groups
 - ⊙ Marketing operations,
 - ⊙ Business development
 - ⊙ Talent & culture
 - ⊙ Channel Employee Loyalty

AIMIA



THE LEADERSHIP EXPERIENCE
BOB HUFF - AIMIA INC.

Program Objectives

1. Develop awareness and understanding of the impact of EQ on work
2. Provide a pathway for individual development
3. Give managers a powerful tool for leading teams

AIMIA

THE LEADERSHIP EXPERIENCE
BOB HUFF - AIMIA INC.

Key Learnings

- ⦿ How EQ was positioned
- ⦿ Impact on engagement and organization

AIMIA

THE LEADERSHIP EXPERIENCE
BOB HUFF - AIMIA INC.

Key takeaways *(so far)*

- ⦿ Employee development
- ⦿ Don't force the outcome
- ⦿ Workshops with in-tact teams is a powerful and valuable learning experience
- ⦿ Multiple EQ-i^{2.0} Certified Practitioners
- ⦿ 1:1 debriefs - essential to personalizing learning

AIMIA

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LEADERSHIP COACHING

MARY ANN DJONNE – MAYO CLINIC

- ⊙ Internal Coaching Program supports:
 - ⊙ Individual performance
 - ⊙ Team performance
 - ⊙ Organizational performance
- ⊙ Target audience:
 - ⊙ Physicians
 - ⊙ Scientists
 - ⊙ Administrative leaders
- ⊙ Nine internal coaches - Eq-i^{2.0} certified
- ⊙ Twenty-nine leaders trained in coaching skills





COACHING EMOTIONAL INTELLIGENCE

MARY ANN DJONNE – MAYO CLINIC

- ⊙ Common areas of EI coaching
 - ⊙ Strengthening relationships
 - ⊙ Leading teams
 - ⊙ Conflict management



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DEVELOPING EI IN FUTURE LEADERS

MARY ANN DJONNE – MAYO CLINIC

- ⊙ Coach training for managers
- ⊙ Required EI workshop for new physicians
(includes EISA)
- ⊙ Optional EI courses for managers, non-managers.
(Does not include assessment)


* *Emotional Intelligence Skills Assessment*



PERSONAL MUSINGS ON EI AND HEALTHCARE

MARY ANN DJONNE – MAYO CLINIC

- ⊙ EI is needed in healthcare
- ⊙ Empathy can be an overused strength
- ⊙ Tie EI to specific business outcomes and strategy





EI PRACTITIONER RESOURCES

Crescendo Inc. Community of Practice

- ⊙ EQ-i^{2.0} Certification Training (*virtual and in-person*)
- ⊙ EI Practitioner Resource Center (members only)
 - ⊙ EI Development Strategies
 - ⊙ EI Articles
 - ⊙ EQ-i^{2.0} Sample Reports
 - ⊙ Marketing
 - ⊙ Tools
- ⊙ Crescendo Connect
- ⊙ Living an EQ Life™ – *Making the EQ Connection*

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WHAT'S NEXT?

- ⊙ **Crescendo Connect Conversation**
 - ⊙ July 13, 2015: *EI and Strengths*
- ⊙ **EQ-i^{2.0}/EQ360 Certification – Minneapolis**
 - ⊙ August 18 & 19, 2015
- ⊙ **EQ-i^{2.0}/EQ360 Certification – Virtual**
 - ⊙ September 2015
- ⊙ **Living an EQ Life – Making the EQ Connection**
 - ⊙ October 28, 2015



CONTACT INFORMATION

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