

# EMOTIONAL INTELLIGENCE, COACHING AND MENTORING TOOLKIT

LEADERSHIP AND MANAGEMENT PORTFOLIO



**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

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# EMOTIONAL INTELLIGENCE, COACHING AND MENTORING TOOLKIT

## COURSE OUTLINE

This two-week programme combines:

- Emotional Intelligence: Enhancing Management and Leadership Impact (IoL endorsed)** 05 days
- Coaching and Mentoring Skills for Managers and Executives** 05 days

Ideal for all managers who want to become a more rounded and successful individual, these courses have been carefully selected to complement each other in the delivery of a programme which equips delegates with the essential soft skills for leadership excellence.

In week one, delegates will work with a leading expert in the field of Emotional Intelligence (EQ) to develop insights into what makes an emotionally intelligent leader and develop their skills to be able to use this to a positive effect in the workplace.

The second week will focus on the methods of establishing a coaching culture within an organisation to improve learning and performance, make the most of people's potentials and deliver sustainable results. Delegates will gain clear insights into the complexities of coaching and mentoring and how they can be used to build more successful and productive individuals, teams and organisations.

**COURSE OBJECTIVES:** On completion, you will be able to:

- Gain insight into your emotional intelligence
- Use IQ and EQ together to make more considered and smarter business decisions and build better relationships
- Understand why coaching and mentoring are key aspects of successful leadership and the difference between them
- Gain corporate buy-in for implementing a coaching culture and a personal development approach to staff improvement
- Identify the right mentors and put a mentoring structure in place
- Use communication skills more effectively

## KEY TOPICS

- The power and importance of emotional intelligence in the modern workplace
- Empathy, listening skills and tuning in to the feelings of others
- Improving resilience and managing stress and the emotional aspects of change
- Creating a coaching culture
- Coaching models and practices
- Competencies of an effective coach or mentor
- Building relationships (trust - rapport - integrity)

| DURATION | FEE    | DATE                  | VENUE           |
|----------|--------|-----------------------|-----------------|
| 10 days  | £4,450 | 17 - 28 June 2024     | Washington D.C. |
|          |        | 09 - 20 December 2024 | London          |

## "ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

## WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

**"An excellent experience."**

OSTERN PAZVAKAWAMBWA, Chief Executive Officer, Local Authorities Pension Fund, Zimbabwe.



## FEATURED TRAINER

### MARIA OLDER

Maria is a charismatic and solution-focused facilitator who designs and delivers innovative training that focuses on individuals' needs and their unique learning journey.

Through her extensive international experience, she has an in-depth appreciation of how to bring learning to life.

A highly inspirational leadership and development professional, Maria has over 30 years' experience of delivering pragmatic and practical training across North America, Canada, Europe, Africa and Asia. With a focus on the practical applications of training materials, her coaching style encourages delegates to drive and implement change at both the individual and organisational level.