

# **EMOTIONAL INTELLIGENCE COACHING USING LEGO® SERIOUS PLAY® & HANDS ON THINKING™**

*By Fabian Lim*

## **BACKGROUND**

*“When dealing with people, remember that you are not dealing with creatures of logic but creatures of emotions.” ..... Dale Carnegie.*

Emotional Intelligence (EI) coaching is all about performance. It is about raising individual & team performance through coaching which in many instances become a mechanical process but combined with the understanding of emotional intelligence, makes this approach unique yet impactful and more importantly, yield the results you want.

At its core, EI coaching is about first developing the coach’s EI which helps the coach to be aware of its own values and mindful of its own beliefs and attitudes which impacts on the coaching process. The coach’s values, beliefs and attitudes will influence the questions he or she ask and the emotional and logical responses to what the coachee says.

Coupled with core coaching skills and coaching toolkit, the coach will be able to navigate the coachee’s values, beliefs and attitude, and linking it with how goals flow from values to action, leading to performance. Speaking of toolkit, in this workshop, we will be introducing Lego® Serious Play® as one of the coaching tools.

## **What is LEGO® SERIOUS PLAY®?**

Lego® Serious Play® (LSP) is a powerful coaching technique which unlocks the potential of all the participants in the workshop. It is about understanding complexity and using emergent thinking to solve sticky problems and create real change. Central to the use of LSP is the narratives and metaphors that make it easy for participants to share complex insights. The shared narratives enable collaborative learning and constructive discussions that again fuel creative thinking, ideation, and motivation to change.

## **Why LSP Works?**

“Thinkering” is a word coined by Michael Ondaatje in his novel, The English Patient. It expresses the creation and understanding of concepts in the mind while tinkering with our hands. When people think with their hands, they create more new neural connections thus unleashing creative energies, new modes of thought, and novel ways of seeing what most adults have forgotten they even possessed. It brings out insights and learning that intellectual reasoning alone might not be able to discover.

In summary, this workshop packs three powerful skills and techniques namely Emotional Intelligence, Coaching and Lego® Serious Play® into one.

## **PROGRAMME OVERVIEW**

### **Day 1**

- Understanding Emotional Intelligence
- What's Coaching?
- Importance of Emotional Intelligence coaching
- Discovering coaching ladder and your readiness
- Identifying life positions (foundations to successful coaching)
- Developing Emotional Intelligence – Self-regard, regards for others, self-awareness and social awareness
- Core Coaching skills (Coaching Model, Listening, Questioning, Empathy and Rapport Building).
- Coaching practices

### **Day 2**

- Introduction to Lego® Serious Play® and Hands On Thinking™ (Mab 2016)
- Use core coaching skills and Lego® Serious Play® methodology to facilitate coaching conversations.
- Appreciate goal flow congruence mapping and use Lego® Serious Play® to drive the coaching conversations.
- Final coaching practice: Emotional Intelligence coaching using Lego® Serious Play® on the following context:
  - o Mindset Change
  - o Enhance performance
  - o Develop your goals with a strong WHY
  - o Increase gratitude and positive emotions
- Debrief
- Action planning

## **WHAT PARTICIPANTS COME AWAY WITH**

- Enhance participants' emotional intelligence competencies (self-awareness, self-management, social awareness and relationship management)
- Develop participants' coaching skills to drive individual and team performance
- Provide participants with emotional intelligence coaching practice of core coaching skills and using coaching toolkit and to use Lego® Serious Play® and Hands On Thinking™ (Mab 2016) practice to facilitate coaching conversations
- Personal change plan to incorporate their coaching skills in their daily practice
- Post workshop Support: 2 sessions of 1-on-1 coaching support (via email or telephone) per participant within 30 days upon completion of workshop

# **BUSINESS FUTURE** **C O N S U L T I N G**

## **LEARNING METHODOLOGY**

A hybrid of concepts, discussions, role play practices, work place application planning, reflection and personal action plans. This workshop uses Lego® Serious Play® and Hands On Thinking™ (Mab 2016) for the purpose of practices.

## **WHO IT IS FOR**

This workshop is suitable for anyone who wish to enhance his or her emotional intelligence coaching skills to engage stakeholders, lead and supervise a team, and communicate with a diverse range of individuals.

## **WORKSHOP DETAILS**

Fee : \$980 per person (no GST) includes lunch and 2 tea breaks  
Date : Thu & Fri, 19 & 20 April 2018  
Duration : 2-day  
Time : 9 am to 5 pm  
Venue : Rendezvous Hotel (subject to availability)

*Promotions (terms & conditions apply) –*

Early Bird Discount –

5% before 19 Mar 2018

Group Discount –

10% for 2 or more pax

Any further enquiries, please contact us at  
Tel: (65) 9182 9629      Email: [enquiries@businessfuture.com.sg](mailto:enquiries@businessfuture.com.sg)