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| Descrizione fisica                                   | 1 online resource (238 p.)   |
| Disciplina<br>Soggetti                               | 658.3/124<br>Employees - Coaching of   |
| Soggetti   | Employees - Coaching of<br>Emotional intelligence - Study and teaching<br>Performance - Psychological aspects<br>Career development - Psychological aspects<br>Management - Psychological aspects<br>Electronic books.   |
| Lingua di pubblicazione                              | Inglese  |
| Formato  | Materiale a stampa   |
| Livello bibliografico                                | Monografia   |
| Note generali  | Description based upon print version of record.  |
| Nota di bibliografia                                 | Includes bibliographical references (p. 211-213) and index.  |
| Nota di contenuto                                    | Contents; Acknowledgments; Introduction; PART I: THE IMPACT OF   |

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|                    | Emotional Intelligence and Coaching Provided by Managers;<br>Performance Management vs. Coaching for Emotional Intelligence;<br>Reflections; 4 Coaching and the Diversity of the Human Experience; The<br>Influence of Genetics; Growing Up in a Small Town<br>Formative Circumstances and ExperiencesEveryone Has a Story;<br>Reflections; PART II: COACHING FUNDAMENTALS; 5 Personal<br>Connections: Laying the Foundation for Coaching; Work and Leadership<br>in the Industrial Age; Sweeping Change: Leadership in the Information<br>Age; Can Coaching Have an Impact on Emotional Intelligence?; Five<br>Requirements for Effective Coaching; Reflections; 6 Improving Your<br>Descriptive Skills; Good Coaching Makes Performance Appraisals Easier;<br>Describing Performance: Elemental Skills for Coaching; Describing<br>Performance in Need of Improvement<br>Describing Performance That Meets Your ExpectationsSkill<br>Development; 7 So Now What Do You Say? A Structured Format for<br>Coaching; Opening Statement; Observation; Impact; Request; Skill<br>Development; PART III: FROM THEORY TO PRACTICE: COACHING IN THE<br>REAL WORLD; 8 Praise: Such a Small Effort-Such a Huge Return;<br>Delivering Praise; Why Don't Managers Praise More?; Guidelines for<br>Effective Praise; Structured Format for Praise; Praise to Acknowledge<br>Performance; Praise to Acknowledge Emotional Intelligence; Reflections;<br>Skill Applications; 9 Corrective Coaching for Job Performance<br>Questions Often Asked About Corrective Coaching for Performance;<br>Skill Development; Skill Applications; 10 Corrective Coaching to<br>Develop Emotional Intelligence; Core Beliefs; Behaviors That Require<br>Coaching; Four Steps in Coaching for Emotional Intelligence;<br>Spontaneous Coaching; Skill Development; Skill Applications; 11<br>Preparing for a Formal Coaching Interview; Gathering and Recording<br>Information; The Coaching Interview<br>The Formal Coaching Interview |
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| Sommario/riassunto | To bring out the best in your employees, remember that performance is only the beginning.   |