Tools of the Trade: Lessons Learned in Implementing an Emotional Intelligence Based Coaching Program at the Federal Aviation Administration (FAA) | Steven J. Stein, PhD; Polli L. DeWalt; Heather Thorson | 1.5 APA CE's; 1.5 SHRM CE's

Abstract: Emotional intelligence interventions are gaining wider acceptance when used to improve the functioning of organizations. The use of EI coaching with senior managers has increased dramatically. Independent studies have supported the use of the Emotional Quotient Inventory (EQ-i 2.0) for coaching managers. In this Workshop we will present lessons learned from applying EI coaching to managers at the FAA. You will learn about the model, do's and don'ts in implementing the model in a large organization, and some of the outcomes. This workshop will be instructive for both internal and external consultants who work with or would like to work with large organizations.

Steven J. Stein, PhD
Dr. Steven Stein is a clinical psychologist and CEO of Multi-Health Systems (MHS), an internationally known psychological test publishing company. MHS is a three-time Profit 100 (fastest growing companies in Canada) winner. Dr. Stein co-authored the international best-seller The EQ Edge: Emotional Intelligence and Your Success and is the author of Emotional Intelligence for Dummies. He has also written Make Your Workplace Great: The 7 Keys to an Emotionally Intelligent Organization.

Heather Thorson
Heather, an ICF-certified coach and internal consultant at the Federal Aviation Administration, collaborates with teams and individual leaders to navigate the challenges of complex and constant change. Through tools like the EQi 2.0 assessment, she has helped leaders shift their thinking and behavior to address these workplace challenges. She has a passion for exploring and sharing information from the field of neuroscience as it relates to how leaders can maximize their performance, manage change, and effectively influence others.

Polli L. DeWalt
Polli currently leads an effort to reform workforce development at the Federal Aviation Administration. She enjoys identifying both structural and cultural changes necessary for evolving an organization. In her capacity as a leadership coach, Polli utilizes assessments such as the EQI 2.0 to help leaders increase their self-awareness; build strategies for improved relationships; and develop effective teams. Polli holds certification from the International Coaching Federation as a professional coach (ACC), and from the Project Management Institute, as a Project Management Professional (PMP).