

# TEAM COACHING ACCELERATOR

Based on Team Emotional Intelligence Survey



## THE BUSINESS IMPERATIVE

Now more than ever, organizations need high functioning teams with a clear purpose.

- A team is part of a larger organizational system (leadership, processes, systems etc) and we think about a team as intricately connected like the cells of the body.
- The functioning and health of the team is linked with the organization's mission and business imperatives, team members are part of something bigger that they engage with.
- Team members come together to co-create relationships not only with each other as peer cells in a connected system, but with others outside the team to facilitate both the survival and performance of the organization.
- When cells (team members) connect with stakeholders outside the team, important emotional connections are triggered from the larger organizational context.
- Teams that strive to work at their best collectively can deliver at the level that the organization needs. Otherwise, they become irrelevant or dysfunctional at best.

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When we think about teams, we need to think in terms of complex, interrelated systems. Trust, communication, and emotional intelligence are all elements that influence the performance of a team, just as individual cells influence the health of a living organism. Not only are team members interdependent upon one another, but the team itself is intricately connected to the larger organization and its stakeholders – another layer of complexity.

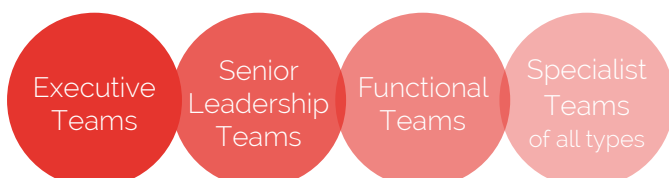
As we know, dysfunctional teams may not simply maintain the status quo, but can actually sabotage the performance of the entire organization. Without a clear understanding of the complex dynamics at play both internally and externally, teams are not positioned to deliver their best. The Ei World Team Coaching Accelerator can help teams realize their collective optimal performance.



## WHY NOW?

Virtual/remote teams are more prevalent than ever before. Teams need to develop the ability to work effectively to drive performance, value and productivity. Team leaders play an important role in setting the tone and climate to support the best work of the team. This relies on the Emotional Intelligence of the team leaders to build the psychological safety of the team.

## WHO WILL BENEFIT?



Ei World has brought together the world's best team experts and team coaches to deliver results-oriented team coaching interventions. These interventions are delivered virtually or in-person depending on client preference, and can also be combined with 1:1 Executive Coaching.

# TEAM COACHING ACCELERATOR: OVERVIEW

Ei World's flagship team coaching intervention involves helping a team to deliver the best value to their organizations. The team works with an expert on teams and a team coach in a 3-step process over 4 to 6 months:



## TEAM COACHING PROCESS

Ei World's Team Coaching Process utilizes the Team Emotional Intelligence Survey, created by experts in team effectiveness, team leadership and emotional intelligence. The survey enables a team to evaluate where they are, and then work systematically to develop the team behaviors that will support the team functioning effectively as a highly effective team. The process combines Team Leader Coaching with Team Coaching for the whole team.

### 1 - ENGAGEMENT

#### 1. Dr. Vanessa Druskat, Dr. Steven Wolf and Dr. Geetu Bharwaney

Introductory video provided for the team leader and team covering:

- How emotion in a team affects performance.
- Team Emotional Intelligence Survey, model and background context.
- How team dynamics affect team effectiveness.
- Expectations from the team coaching process.

#### 2. Meeting of Team Leader with a Team Expert

to answer questions and to align on project. This begins with the Team Leader sharing the organizational and business context to help define specific challenges facing the team. Shared notes.

### 3 - TEAM DEVELOPMENT

#### 1. Team Leader Preparation (0.5 day)

- Draft a vision for the ideal state of the team; identify goals; examine team roles and meeting processes.
- Expert interpretation and debriefing of Team Emotional Intelligence Survey Report / Expert Report.
- Team leader preparation for Team Dialogue Session.

#### 2. Team Dialogue Session (1.5 days, virtual or in-person)

This session will enable the team to have dialogue on their team survey data, and create appropriate actions to take the effectiveness of the team to the next level. It is facilitated by 2 team coaches.

- Introduction - Team leader and team coach jointly address the team; establishing meaningful ground rules for the meeting.
- Vision/Mission of team and why this team needs to function as a team.
- Build the norm of 'Understand Team Members' through deliberate exercises custom created for team based on data collected.

### 2 - ASSESSMENT & TEAM VOICE

- 1:1 input from all team members: all team members are invited as co-creators in the design of the team coaching engagement to share context, challenges and strengths of the team (30-minute meetings).
- Team Emotional Intelligence Survey links are sent, all team members assess via survey the current team functioning.
- Observation of whole team in actual meetings to understand the current dynamics around communication and interaction (4 hours).
- Expert Report is generated about the team based on the survey results, with advice on how best to develop the team.

- Team Dialogue on Team Emotional Intelligence Survey.
- Action plan for operationalizing all 9 Team Emotional Intelligence norms, guided by team's self-determined priorities.
- Responsibilities for carrying out action steps are assigned.

#### 3. Team Accountability

- Ei World "STARS" app to remind the team of all commitments and deploy reflection questions via push notifications.
- Individual leadership coaching for team leader (6-sessions, with accountability).
- Team coaching accountability sessions within 3 months of initial team dialogue session (90 mins each, 4 sessions).
- Ad hoc support as necessary for team over the next 3-4 months, continuing to help co-create the ideal team culture and trouble shooting if needed. Availability of team coach by email, and phone.



## BONUS ELEMENTS

Bonus elements can be added onto the basic team coaching design, to provide additional focus and support on the following areas:

- Additional team surveys for measuring progress.
- Building/repairing trust among team members.
- Fostering innovation for creative teams.
- Change management.
- Crisis leadership.
- Conflict management.
- Influencing skills.
- Competencies to enhance productivity based on lean practices, breakthrough thinking, design thinking, etc.



## EI WORLD TEAM

A multi-disciplinary team of experienced facilitators/coaches, who take a holistic approach to helping teams, grounded in research.

### EXPERT LEVEL TEAM COACHES:



Vanessa Druskat  
Ph.D.



Steven B. Wolff  
Ph.D.



Geetu Bharwaney  
D.Sc.

### EI WORLD FACILITATORS/TEAM COACHES:



David Tate  
Ph.D.



Isabela  
Quinton



Catherine  
Cheshire



Mohamed Essam  
Abdel-Kerim

## LIST OF SECTORS

Team Ei Survey has been used in the following sectors:

- Multiple industries including global multinationals, oil and gas, transportation, military, food and beverage, manufacturing, defense, and aerospace.
- Utilized with executive teams, functional teams and specialist/technical teams in organizations in 45 countries across the globe

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