

Profile of AppliedEI's editor – Maureen Bowes

Maureen Bowes is an independent Consultant in Personal and Team Development. Her website www.peopleintelligence.com shows how she applies emotional intelligence to the training, coaching and development programmes she offers.

You know the saying 'If you want something done, give it to a busy person'? Well Maureen is one of those busy people. If she says she'll do something, you know she'll make it happen. She'll engage her head and her heart, along with a hefty amount of enthusiasm, and get results. Behind that busy-ness, Maureen is a reflective practitioner whose principles ensure she reviews her practice and updates what she's learned. Maureen continues her personal development on a daily basis at home by putting her people principles into practice. Her husband and two (almost teenage) children contribute enormously to her down to earth approach, her aspirations and her sense of humour. She is inspired by people and their success, by making a difference and by personal empowerment.



Her journey to this point has not been linear. She entered university studying Librarianship and French and left with an honours degree in Scandinavian languages... She trained as an adult educator and started a continuing trend in her life of working with hugely diverse groups. She developed the happy knack of putting people at their ease. She can establish rapport with the most and the least senior in an organisation. She has a strong sense of her value and is comfortable in herself. Because of this security, she is able to inspire security in others and encourage them to challenge their situations instead of submitting to them.

In learning to develop others she started the long process of developing herself. At a personal level she became interested in meditation and Eastern philosophies while professionally she became involved in health promotion. She took on challenging roles, firstly heading a campaign in the North East to popularise an alcohol-free lifestyle and, three years later, co-ordinating HIV/AIDS awareness programmes in Edinburgh when it was at a crisis point. She maintains this was the start of some serious personal and professional development for her and also the start of her interest in resolving conflict. She learned how to help people tackle difficult and intimate issues, and the behaviours that go with them, with a wide cross section of society and a wide cross section of values. Time and again the message of her work and the courses she attended resolved to assertion and assertive behaviour. The principles of assertion remain central to her work.

In 2003 Maureen wanted to extend her portfolio with a psychometric for measuring emotional intelligence. After much exploration Maureen selected the Individual Effectiveness *ie*[™] and Team Effectiveness *te*[™] accreditation through JCA (Occupational Psychologists) Ltd. She was thrilled that the profiling tool was based on the *I'm OK. You're OK.* model, she was impressed with the personal insights the profile gave her and she was delighted with the potential for its use in facilitating behaviour change in others. She is currently co-writing a book on personal development based on this model and much of her work nowadays is influenced by this approach. Maureen went on to study the post graduate course offered by the CAEI, the Certificate in Applied Emotional Intelligence, and qualified in 2004.

Having worked in a range of organisations, including a part-time post as a university tutor in Management Development, Maureen particularly enjoys working for herself as it has given her more freedom to innovate. She has run her business for eight years and has developed a portfolio of work ranging from individual and company consultancy to conflict resolution, team development, coaching and facilitation. Her clients are from both public and private sectors and include CEOs, Directors and Senior Management Teams, surgeons, entrepreneurs, team leaders and project managers. She now specialises in coaching and development for top teams which involves the Individual Effectiveness psychometric profile with 360° feedback and coaching, along with a team development programme to accommodate the team's needs.

Central to Maureen's enjoyment of her work is seeing people develop through personal insights. She comes into the workplace and facilitates experiential learning of *AppliedEI™* to real situations at work, she creates a safe climate for interpersonal challenges, she enables colleagues to do something about their long standing conflicts, she tackles the issues others avoid, she gets people to find ways forward when they are stuck in their situations or in their limiting beliefs.

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