

Certificate in Applied Emotional Intelligence - Practitioner Programme

This 9 month programme is the only course of its kind that offers such an in-depth study of the field of emotional intelligence, along with personal EI development. The next programme is commencing in January 2006. For a prospectus or for an informal chat, please contact Amanda Knight at the CAEI on 01452 741106 or amanda@appliedei.co.uk People from both client organisations and self-employed trainers and consultants participate in this programme. To give you a flavour, here's an account from Shane O'Byrne, one of our last year students, who at the time was undertaking a career-change to become a Life Coach.

The CAEI Certificate Course – A Participant's Experience

By Shane O'Byrne

My fascination is with people. Every aspect of their personas, characteristics, habits, actions, drivers and motivators. I decided I wanted to learn about people, and to unlock the potential of as many people as I can – given my passion for travelling - throughout the world. In doing so, and in the immortal words of the would-be Miss World contestant "I wanted to make the world a better place!" The elation at having identified my purpose subsided; my next task was to set about putting in place a strategy to get from where I was to where I wanted to be. I researched the various courses that I could undertake to make me a technically profound Life Coach. I was looking for more of an emotions based set of principles on which to base my coaching. To get to the core beliefs and values held by the individual, to stimulate and encourage 'real', lasting change! Explaining my predicament and where I wanted to go to Amanda Knight, she described the format and principles of Emotional Intelligence – I realized that this was the ideal first step, and my place on the CAEI was decided! I had a general idea of what I wanted out of the course, as well as specific questions concerning just how I would go about putting my new career into practice. I was looking to;

- Firm up on my initial plan by developing a full understanding of the principles of EI on which my Coaching 'model' was to be based.
- Utilise the Action Learning Project to establish a Coaching 'model' (to build on) from which to commence my career as a Life Coach.
- Further develop my own level of Emotional Intelligence to allow me to realise my own potential.
- ...and to help other develop theirs.

The course begins... the Own Situation Analysis

The pre-course notes had requested that each individual student compile an original Own Situation Analysis (OSA) giving a taste of the individual themselves, what made them tick and what had brought them to the CAEI. For me this was a cathartic moment.

I had been detailing my feelings and emotions in notebooks for about 10 years. The compilation of the OSA gave me the opportunity to review not only those notes but also to reflect on the experiences and pivotal moments in my life, put them in order, make sense of them, take from them the lessons and learning's and, most importantly, resign them to the past! To be replaced by the newly devised me!

Next up was the Action Learning Project...

Within the context of my career development, the Action Learning Project (ALP) was an amazing learning experience. My choice of project enabled me to commence the actual art of coaching, which in turn gave me the confidence to know that I have the skills (both personality wise and academically) to develop this into a full time career.

It also enabled me to gauge feedback on my coaching style to enable ongoing style development as well as identifying those areas that I need to develop further (i.e. listening skills/active listening).

Next, it was time to start logging my feelings and emotions and relevant points in the **Life/Learning Log:**

As I say, I had been logging my own thoughts and feelings for years, but the formal requirement to do so proved somewhat of a stumbling block!

I have in the past written to vent and to review my own development but here I was being asked to be specific, to make these feelings available to others and worst of all – to be legible!

Once I analysed and re-visited my EI questionnaire feedback (from the second module) and how I felt about sharing my feelings, emotions and thought with others I decided there was actually nothing holding me back and that the formalising of the notes was the problem - so I repackaged this as 'more of the same' and hey presto the pen began to move.

The next requirement was to establish our **set groups** and to establish a regular schedule of meetings in order to exchange ideas, views, feelings and emotions. So, having concluded the first module we, as a group went about dividing ourselves geographically, into two set groups, to act as support mechanism for our EI development in general, and our ALP's specifically.

Our own group experienced immediate difficulties in meeting up. When we were able to synchronise diaries, I (personally) felt that the meeting/s was/were a higher priority for myself - given my requirements from the course (total career change) - than other members of the group.

Whilst I wholeheartedly supported (what I saw as) the differing motivations of my team members I subsequently felt it necessary to set about addressing a clear agenda of points that I sought answers for, and which would enable me to progress my own project and my own development.

Whilst I made myself available for other members of the team wherever necessary I also set about reconstructing set groups meetings that I felt would benefit. These, as it transpired tended to be with individual members of both groups as well as Amanda.

The next stage was to set about devouring the **reading list**. With this in mind, and given the fact the absence of specific set group meetings had left me with a comprehensive reading list which needed to be at least referenced, I specifically targeted titles and authors for the specific information I required as I went along, supplementing this by tapping up the rest of the group for the necessary information and insights.

So what did I get out of the CAEI?

From a career perspective I am now developing the Coaching process constructed within my Action Learning Project, into a complete 'Personal Development Training' programme based on the fundamentals of EI. The intention being to use this model to address the complete need of the individual - including the **tangible** elements listed in the Action Skills Analysis presentation **as well as the underlying reasons why the individual requires 'coaching'** - which can be applied in the 'real world', and to utilise all that I learnt from the course to underpin my new career as a Life Coach.

The future - As an individual I am now, quite simply looking for **more of the same** - that is to say more activities and experiences that will enable me to find out more and more about myself, my own potential and how to realise it, and more and more about other and theirs.

Insights – on a personal note

As I have already mentioned, not to put too fine a point on it, the course in itself was a life-changing period for me; To be fair my natural tendency for growth had been bringing pieces of my life 'together' ever since I became aware that there was **more to life** than I had been experiencing, (some 10 years ago) however, this period of time and education enabled me to put the pieces together. The combination of putting a structure to my life thus far, and a direction for my life ahead left me feeling happier than I have ever felt.

On a more specific level, what the CAEI has given me is a toolbox to continue developing my life in ways, and at a rate I wasn't aware possible when I joined the 'team', back in November 2003.

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Participants from the Certificate in Applied Emotional Intelligence 2003-04
Top row, left to right: Maureen Bowes, David Exeter, Shane O'Byrne,
Janita Bagshawe, Dan Richards, Eddy Young
Bottom row: Richard Harvey, Amanda Knight, Sarah Campbell, Jo
Maddocks, Tim Sparrow

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