

DEVELOP

Developing Professional Competence through Emotional Intelligence



The Auckland City Council is a democratically elected body, whose job it is to govern and manage the interests of the City on behalf of everyone who lives in Auckland. From maintaining local parks and reserves, running public libraries, organising community events and managing our rubbish collections, Council staff are responsible for running a varied range of services and facilities on behalf of Auckland City's residents.

THE CHALLENGE

Auckland City Council's Transport division identified the need to develop professional competence in the following areas: communication, collaboration, customer service, coping with change, decision making, and performance.

After a thorough needs analysis, emotional intelligence was singled out as the most relevant area for focus in respect of addressing the underlying behaviours and cognitions influencing competence in all of these areas. In addition to this, Auckland City Council also aimed to develop coaching skills on all levels of transport through emotional intelligence.

OPRA'S SOLUTION

Based upon a comprehensive understanding of Auckland City Council's needs analysis and financial constraints, OPRA designed a programme of developing professional competence through emotional intelligence. The first step in this programme involved getting Auckland City Council employees trained in the assessment of emotional intelligence and how to coach its enhancement.

The next step involved designing and delivering a workshop to increase awareness of the importance of emotional intelligence and increase the frequency of its display among Transport employees.

RESULTS

- Auckland City Council had a number of 30 leaders, planners, engineers, specialists, and administrators trained in the assessment and coaching of emotional intelligence.
- Furthermore, they acquired the framework, materials and capability to deliver transport branded workshops and individual coaching sessions aimed at developing professional competence through emotional intelligence.

"Emotional intelligence has become a daily practice at transport and most participants explore their and other's opportunities on a daily basis. A strong interest has also been shown by the new Supercity Council as well as the Auckland libraries."

Patrick Fuss
Learning and Development
Auckland City Council