



Charles (Chuck) J. Wolfe

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Chuck is CEO of Charles J. Wolfe Associates, LLC a consulting firm dedicated to personal and organizational improvement. Chuck is an internationally renowned expert in applying emotional intelligence in the workplace. His firm provides executive coaching, innovative performance planning, team building, talent management, leader development and keynote speaking. He has published and been quoted in prestigious journals and books. International speaking appearances include presentations in Canada, Mexico, Europe and Australia.

Chuck has created a unique methodology, the Emotion Roadmap, to help individuals and organizations achieve high performance. The Emotion Roadmap is applied in organizations through coaching, leader development, managing change, performance and teambuilding consulting and workshops. The Emotion Roadmap is featured in a chapter he wrote, "The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes" which appears in [Educating people to be emotionally intelligent](#). Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007).

In the search for a world class program on EI, Philips Electronics selected Chuck and his colleagues two day workshop called **Emotional Intelligence Critical Skills for Success**. The workshop is running successfully for Philips and other organizations in the US, Europe and Asia. His consulting work with Kaiser Permanente, one of the world's largest health care providers, is prominently featured in the video, "**Emotional Intelligence**," developed & introduced by CRM Learning, a leader in producing training media. His work is also featured in an online course on **Emotional Intelligence and Negotiations** developed for MIT's Sloan School of Management. Chuck co-developed the Certification Workshop for the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT). Test publisher, MHS asked Chuck to take the lead role in the official launch of the MSCEIT Certification Workshop in Toronto in 2001.

Chuck has found unique ways to apply EI strategically for a diverse client base. Recent examples of his speaking, consulting and training regarding Emotional Intelligence follow:

Emotionally Intelligent Performance Discussions & Talent Management:

- Baltimore International College for Chefs, Hotel and Restaurant Managers - 2007
- Concord Hospital, New Hampshire (performance planning & talent management – 2006)
- Gaylord Palms Resort & Convention Center (individual and team performance - 2005)
- Countrywide Finance Presidential Advisory Council, (applied to sales excellence - 2004)
- Kaiser Permanente (performance planning & talent management – 2003)

Emotional Intelligence and Executive Coaching:

- AIG American General (Executive development and organizational change -2006- 2007)
- Gaylord Entertainment (Applied to Change, Performance and Teams – 2005-2007)
- ING (Applied to strategy development - 2004)
- Kaiser Permanente (Applied to leadership development & succession planning - 2003)

EI and Managing Change:

- Army Management Staff College in Fort Belvoir, Virginia. Taught the Emotional Intelligence Critical Skills for Success Workshop to leadership faculty in 2005.
- US Coast Guard & Department of Homeland Security Senior Leadership Forum – 2004.

- Gaylord Opryland Resort & Convention Center (Applied to the development of a world class Food & Beverage Department and team building – 2004 and 2005)
- Anthem Blue Cross and Blue Shield (Applied to the merger with Wellpoint - 2004)

Emotional Intelligence in School Districts and Universities:

- Wharton Graduate School Leadership Institute – One day workshop 2007
- Yeshivah of Flatbush, Brooklyn NY Keynote speaker for all educators and staff 2007
- Long Island, New York (Applied to the integration of Emotional Intelligence and Emotional Literacy throughout an entire school district. This systems approach to EI in schools was done in partnership with Yale University. (2003 – 2006)
- South Dakota School of Mines & Technology (Retention of college students and entrepreneurial teams - 2005)
- Oklahoma University: Keynote speaker for Educators and Business Leaders - 2005
- Yale School of Management (Applied to coaching, team and leader development - 2004)

Selected Publications

- Charles J. Wolfe and David Caruso, "Emotional Intelligence and Leadership Development" in Leader development for transforming organizations. Ed. by D.V. Day, S. Zaccaro, & S. Halpin (Hillsdale, NJ: Erlbaum, 2004).
- Charles J. Wolfe and David Caruso, "Emotional Intelligence at work," in Emotional intelligence in everyday life: a scientific inquiry. Ed. By J. Ciarrochi, J. Forgas, & J. Mayer (Philadelphia: Psychology Press, 2001).
- Charles J. Wolfe, "Results of Emotionally Intelligent Actions at Kaiser Permanente," Competency & Emotional Intelligence, Summer 2001, Volume 8, Number 4, pp. 25, 26.
- Charles J. Wolfe, "Assessing, Developing, & Coaching Executives Using the MS model of Emotional Intelligence" (London, Linkage Conference, 2000)

His work has been cited in Tom Peters' newsletter "On Achieving Excellence," "Bricker's Bulletin on Executive Education," "Management Development Journal" and "Training Magazine."

Prior Experiences

1984-1993 Director of Management Development at The Hartford.

He directed the Development of 19,000 employees. He created & implemented:

- A performance management system and curriculum that received national awards;
- Leadership & Teamwork workshops for the CEO and his senior management team.

1981-1984 Exxon Corporation. Chuck was Program Manager for Training and Organization Development at Exxon. He assessed needs and developed programs for performance appraisal, coaching, conflict, negotiations and leadership. He also taught line managers to train.

From 1980 to 1981 Harvard Business School. Chuck worked as a Research Associate for Anthony G. Athos, Professor of Organizational Behavior, in Harvard's Executive Program for Management Development, teaching and writing case studies.

From 1972-1980 Non-Profit sector. He was Iowa's first elementary school guidance counselor, adjunct psychology professor at University of Dubuque, Loras and Clark Colleges.

1977-1979 Created and hosted a radio talk show called "**Family Education & Understanding.**"

Education: Chuck has a B.A. in psychology and a M.Ed. in counseling from Northeastern University. He is working on his doctorate dissertation in organizational behavior at Harvard. He was inducted into honor societies at both Northeastern and Harvard.