



## Emotional Intelligence

### **Duration 5 Days**

### **Introduction**

Understanding and improving the connection between emotions and actions is crucial to business and personal success. Without such insights, even seemingly successful relationships may be courting disaster. Emotional intelligence (EI) and emotional intelligence training are very hot topics in today's workplace. Now you can actually develop and enhance the skills that will positively impact your work—and in doing so, tap into a whole new level of achievement in your career.

### **Who Should Attend**

- All business professionals who want to maximize performance by developing their interpersonal skills and increase self-understanding and emotion-management through emotional intelligence training

### **Objectives**

By the end of the course participants will be able to:

- ✎ Recognize the impact that EI abilities have on your professional development and career
- ✎ Assess your own EI abilities
- ✎ Increase self-awareness and develop a clear understanding of your strengths and weaknesses through emotional intelligence training
- ✎ Learn strategies to help you manage counterproductive tendencies
- ✎ Improve your sensitivity to corporate cultures and respond appropriately to workplace social cues
- ✎ Identify and apply the four key emotional skills to a broad variety of workplace situations
- ✎ Develop and use the "EI Blueprint" to manage difficult professional challenges and enhance interactions
- ✎ Create an action plan for continued EI self-development

### **Course Outline**

#### **1. Overview of Emotional Intelligence**

- 1.1. List Personal Workplace Benefits to Be Gained By Developing Emotional Intelligence
- 1.2. Assess and Analyze Your Present Emotional Intelligence
- 1.3. Synthesize What Each Element of the Emotional Intelligence Model Brings to Developing Productive Working Relationships

#### **2. Identifying Emotions**

- 2.1. Identify Personal Emotions and Their Associated Feelings
- 2.2. Recognize Common Verbal and Nonverbal Cues Associated with Specific Emotional Expressions
- 2.3. Apply Emotionally Intelligent Listening Skills to Enhance Awareness of Others' Emotions

#### **3. Understanding Emotions**

- 3.1. Explain How the Brain Works in the Emotional Response System
- 3.2. Assess Individual Emotional Responses to Shared and Common Situations
- 3.3. Review Ways to Describe Emotions and Subsequent Moods Using Complex Emotional Vocabulary

#### **4. Leveraging Emotions**

- 4.1. Define the Role of Emotion in How We Think and Physically Feel
- 4.2. Recognize and Manage Physical Responses to Emotions
- 4.3. Investigate and Apply Mood induction strategies

#### **5. Managing Emotions**

- 5.1. Identify the Personal Cost Benefit for Staying Open to, Rather Than Suppressing, Emotions
- 5.2. List and Apply Preventive Strategies to Manage Emotions
- 5.3. List and Apply Responsive Strategies to Manage Emotions

#### **6. Emotional Intelligence Blueprint**

- 6.1. Identify the Four Steps of the Emotional Intelligence Blueprint Process
- 6.2. Apply Each Step in the Emotional Intelligence Blueprint Process
- 6.3. Employ the Emotional Intelligence Blueprint to a Workplace-Specific Case Study