



Emotional Intelligence Training

Course Outline

Duration: 90 Minutes

Recommended Training: Annually

Course Description:

Emotional Intelligence (known as EI and EQ) is an individual's ability to recognize and regulate their own emotions and other's emotions in order to achieve their goals. Our ability to deal effectively with our emotions in the work place is critical to our success as professionals and customer service providers.

As the pace of the world increases and our environment makes more and more demands on our cognitive, emotional and physical resources, Emotional Intelligence is increasingly critical as a skill set. Through skill building and group discussions this Professional Series training course will provide the opportunity to identify personal challenges in maintaining positive environments and collaborative relationships as well as overcoming resistance and negativity in the workplace. Participants will explore tools, techniques, skills and perceptions to perform in their role and manage emotions with confidence and positive results.

Topics Covered:

- Identifying the benefits of EQ
- Common Misconceptions about EQ
- Four core skills required to practice EQ
- Key characteristics of an EQ leader
- Define self-management, awareness, regulation, motivation & empathy
- Learning the emotional brain science that drives your behavior under pressure
- Increasing your situational awareness
- Avoiding your emotions leading to unskillful behavior or poor decisions
- Respond to emotionally charged situations with an emotionally competent manner
- Demonstrating EQ leadership behaviors when leading others
- Promoting EQ leadership behaviors throughout your organization
- Successfully communicating with others in a non-verbal manner
- Interpreting & managing your emotions
- Tools for communicating effectively, assertively & collaboratively
- Deliberateness in making decision
- Improving conflict and communication skills

