

Emotional Intelligence

Length: 1 Day

Summary: Emotional Intelligence is our ability to deal effectively with our emotions. It is critical to our success as managers and 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. Emotional Intelligence strategies combine with native intelligence increase our ability to successfully manage the constant challenges from customers and our business associates.

This course will provide you with the opportunity to identify your own challenges in maintaining positive environments and collaborative relationships as well as overcoming resistance and negativity. Participants will explore tools, techniques, skills and perceptions to perform your role and manage your emotions with confidence and positive results.

In this course, you will explore the concept of emotional intelligence:

- Identify the components of emotional intelligence
- Assess and develop your personal emotional intelligence competencies
- Assess and develop your social emotional intelligence competencies

COURSE CONTENT

1: RECOGNIZING THE BENEFITS OF EMOTIONAL INTELLIGENCE

- Define Emotional Intelligence
- Recognize EQ's Impact on Work Experience

2: INCREASING YOUR PERSONAL EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Develop Your Level of Self-Awareness
- Develop Your Self-Regulation Skills
- Develop Your Motivation
- Self-Assessment

3: INCREASING YOUR SOCIAL EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Develop Your Empathy
- Develop Your Social Skills

4: PRACTICING EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Leadership Qualities and EQ
- Emotional Intelligence and Teamwork
- Manage Change
- Manage Conflict
- Coach for Performance
- Evaluation, Reflection, Decision, Action