

Emotional Intelligence

Length: 1/2 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.

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

- Self-Awareness
- Self-Regulation Skills
- Motivation
- Self-Assessment

3: INCREASING YOUR SOCIAL EMOTIONAL INTELLIGENCE IN THE WORKPLACE

- Empathy
- Social Skills