

# Emotional Intelligence

## About the Workshop

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985.

With our Emotional Intelligence workshop your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.

## Learning Objectives

Upon completion of workshop participants will be able to:

- Recognize what is Emotional Intelligence
- Develop your Emotional Intelligence
- Develop your Organization's Emotional Intelligence
- Learn how to Connect with Others

## Target Audience

This course will appeal to a wide range of audiences and is intended for anyone.

## Topics Covered

- 1. Getting Started**
  - a. Icebreaker
  - b. Housekeeping Items
  - c. The Parking Lot
  - d. Workshop Objectives
- 2. What is Emotional Intelligence**
  - a. Self-Management
  - b. Self-Awareness
  - c. Self-Regulation
  - d. Self-Motivation
  - e. Empathy
- 3. Four Skills in Emotional Intelligence**
  - a. How to Accurately Perceive Emotions
  - b. Use Emotions to Facilitate Thinking
  - c. Understand Emotional Meanings
  - d. Manage Emotions
- 4. Verbal Communication Skills**
  - a. Focused Listening
  - b. Asking Questions
  - c. Communicating with Flexibility and Authenticity
- 5. Non-Verbal Communication Skills**
  - a. Body Language
  - b. The Signals You Send to Others
  - c. It's Not What You Say, It's How You Say It
- 6. Social Management and Responsibility**
  - a. Benefits of Emotional Intelligence
  - b. Articulate your Emotions Using Language.
- 7. Tools to Regulate Your Emotions**
  - a. Seeing the Other Side
  - b. Self-Management and Self Awareness
  - c. Giving in Without Giving Up
- 8. Gaining Control**
  - a. Using Coping Thoughts
  - b. Using Relaxation Techniques
  - c. Bringing it All Together
- 9. Business Practices (I)**
  - a. Understand Emotions and How to Manage Them in the Workplace
  - b. Role of Emotional Intelligence at Work
  - c. Disagreeing Constructively
- 10. Business Practices (II)**
  - a. Optimism
  - b. Pessimism

c. The Balance Between Optimism & Pessimism

**11. Making an Impact**

- a. Creating a Powerful First Impression
- b. Assessing a Situation
- c. Being Zealous without Being Offensive

**12. Wrapping Up**

- a. Words from the Wise
- b. Review of Parking Lot
- c. Lessons Learned
- d. Completion of Action Plans and Evaluations

## Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

**Duration:** 12 hours