

Emotional Intelligence

Overview:

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation.

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

OUTCOMES

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

- Define Emotional Intelligence.
- Explain the four core skills required for emotional intelligence.
- Understand associated verbal communication.
- Understand associated non-verbal communication.
- Explain the Social Management and Responsibility implications.
- Use tools to regulate their emotions.
- Gain Control (of their emotions).
- Apply the concepts and techniques in the workplace.
- Use the skills to have a positive impact in their lives.

COURSE OUTLINE:

- **What is Emotional Intelligence**
 - Self-management
 - Self-awareness
 - Self-regulation
 - Self-motivation
 - Empathy
- **Four Skills in Emotional Intelligence**
 - How to accurately perceive emotions
 - Use emotions to facilitate thinking
 - Understand emotional meanings
 - Manage emotions
- **Verbal Communication Skills**
 - Focused listening
 - Asking questions
 - Communicating with flexibility and authenticity
- **Non-Verbal Communication Skills**
 - Body language
 - It's not what you say, it's how you say it
- **Social Management and Responsibility**
 - Benefits of emotional intelligence
 - Articulate your emotions using language
- **Tools to Regulate Your Emotions**
 - Seeing the other side
 - Self-management and self-awareness
 - Giving in without giving up
- **Gaining Control**
 - Using coping thoughts
 - Using relaxation techniques
 - Bringing it all together

➤ Business Practices (Part 1)

- Understand emotions and how to manage them in the workplace
- Role of emotional intelligence at work
- Disagreeing constructively

➤ Business Practices (Part 2)

- Optimism
- Pessimism
- The balance between optimism and pessimism

➤ Making an Impact

- Creating a powerful first impression
- Assessing a situation
- Being sealous without being offensive