

Emotional Intelligence

Length: One Day

Our ability to deal effectively with our emotions in the work place 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.

Through skill building exercises, and group discussion, this one-day 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.

What you will Achieve:

- An understanding of the importance of using Emotional Intelligence
- The ability to create an environment for productive work relationships
- A model to guide your responses to difficult and challenging situations
- An approach for more intentional actions
- The ability to self-motivate while tempering negative responses
- Team communication skills for running effective meetings, decision-making, and creative problem-solving
- One-on-one communication skills for constructive feedback and conflict management
- The opportunity to practice applying tools and skills through individual and group exercises
- The confidence to deal with resistance and negativity
- The ability to demonstrate leadership qualities that promote trust, motivation, and commitment to results
- Skills in "outcome thinking"

What you will Learn:

- How to recognize and understand the five competencies for building Emotional Intelligence
- Self-motivation and job satisfaction as factors that contribute to high performance
- Practical tools and skills for communicating effectively, assertively, and collaboratively
- Influencing and partnering skills
- Communication approaches and skills for developing relationships and ownership for successful outcomes and follow through
- Skills for conflict management and dealing with difficult situations
- How to choose perceptions and behaviors that will lead to positive outcome

Course Content

INTRODUCTION

- Emotional Intelligence in the Workplace

PARTICIPANT CHALLENGES AND GOALS EMOTIONAL INTELLIGENCE

THE FIVE COMPETENCIES OF EMOTIONAL INTELLIGENCE

- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy
- Effective Relationships

OUTCOME THINKING

DEALING WITH INDIVIDUAL CHALLENGES

ACTION PLANS

- Develop an Action Plan