

Emotional Intelligence

Emotional intelligence describes the ability to understand one's own feelings and that of groups and how these emotions can influence motivation and behavior. The concepts of emotional intelligence have been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985.

As a result of the growing acknowledgment by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller *Emotional Intelligence: Why It Can Matter More Than IQ* that the term became widely accepted by mainstream media.

Objectives

Understand, use and manage your emotions | Verbally communicate with others | Identify benefits of emotional intelligence | Balance optimism and pessimism | Relate emotional intelligence to the workplace | Effectively impact others

Emotional Intelligence Course Outline:

Module One: Getting Started

- > Icebreaker
- > Housekeeping Items
- > The Parking Lot
- > Workshop Objectives

Module Two: What is Emotional Intelligence

- > Self-Management
- > Self-Awareness
- > Self-Regulation
- > Self-Motivation
- > Empathy

Module Three: Four Skills in Emotional Intelligence

- > How to Accurately Perceive Emotions
- > Use Emotions to Facilitate Thinking
- > Understand Emotional Meanings
- > Manage Emotions

Module Four: Verbal Communication Skills

- > Focus Listening
- > Asking Questions
- > Communicating with Flexibility and Authenticity

Module Five: Non-Verbal Communication Skills

- > Body Language
- > The Signals You Send to Others
- > It's Not What You Say, It's How You Say It

Module Six: Social Management and Responsibility

- > Benefits of Emotional Intelligence
- > Articulate Your Emotions Using Language

Module Seven: Tools to Regulate Your Emotions

- > Seeing the Other Side
- > Self-management or Self-awareness
- > Giving In Without Giving Up

Module Eight: Gaining Control

- > Using Coping Thoughts
- > Using Relaxation Techniques
- > Bringing It All Together

Module Nine: Business Practices (I)

- > Understand Emotions and How to Manage Them in the Workplace
- > Role of Emotional Intelligence at Work
- > Disagreeing Constructively

Module Ten: Business Practices (II)

- > Optimism
- > Pessimism
- > The Balance Between Optimism & Pessimism

Module Eleven: Making an Impact

- > Create a Powerful First Impression
- > Assessing a Situation
- > Being Zealous Without Being Offensive
- > Focusing on the Relationship

Module Twelve: Wrapping Up

- > Words From the Wise
- > Review of Parking Lot
- > Lessons Learned
- > Completion of Action Plans and Evaluations