



EMOTIONAL INTELLIGENCE

Learning Objectives

This one day program is for business professionals who want to achieve results more efficiently through the application of emotional intelligence. Success hinges on the ability of employees to manage their emotions and respond, not react, to the emotions of others. This program goes beyond “people skills” to boil down the essentials of emotional intelligence to a tangible format that can be applied immediately.

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

- Articulate how feelings, reactions and emotions affect professional relationships
- Use an approach to work with different personality and communication styles
- Practice how to avoid overreacting in emotionally charged situations
- Recognize the role that self-awareness plays in all interactions
- Identify what “triggers” them and their colleagues to react
- Explore devices to manage the “triggers”
- Leverage the results from an assessment to develop an EI plan going forward
- Recognize how their EI plays in the environment of their organization

PROGRAM FLOW

KEY CONTENT AREAS

Welcome

- Introduction, Learning Objectives
- Ground Rules, Building Agreements

Emotional Intelligence in the Workplace

- Why EI in the Workplace
- Link Between EI and Performance
- Beyond Rapport – What is EI?
- Four Cornerstones of EI
- Emotions Do Show Up in the Workplace

Increase Power by Understanding Emotion

- Self-Awareness Building Block of EI
- Result of Low Self-Awareness
- Understanding Personal Emotions
- Understanding Worry, Anger and Fear in the Workplace

Creating an Environment of EI

- Five Characteristics of an EI Workplace
- Three Emotions that Lower Employee Performance
- Recognize the Power of Empathy

Self-Management Immersion

- Understand Triggers of Self and Others
- Establish Mechanisms to Not Be “Set Off” by Emotion
- Toolkit of Self-Management Skills

Workshop Close