

# Emotional Intelligence

This 90-minute program is for business professionals who want to achieve results more efficiently through the application of emotional intelligence. This program goes beyond “people skills” to boil down the essentials of emotional intelligence to a tangible format that can be applied immediately.

## Learning Outcomes

- Articulate how feelings, reactions and emotions affect professional relationships
- 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”
- Recognize how emotional intelligence plays in the environment of your organization / workplace

## Program Flow

### Welcome

Introduction

Learning objectives

### Emotional Intelligence in the Workplace

Why EI in the workplace

Link between EI and performance

Four cornerstones of EI

### Increase Power by Understanding Emotion

Self-awareness building block of EI

Result of low self-awareness

Understanding worry, anger and fear in the workplace

### Creating an Environment of EI

Five characteristics of an EI workplace

Recognize the power of empathy

### Self-Management

Understand triggers of self and others

Toolkit of self-management skills

### Application

### Workshop Close

Workshop evaluation