



Emotional Intelligence

Course Description

In this workshop, you'll define emotional intelligence and find out how to cultivate it personally as well as recognize and encourage it at work. Learn tools to increase your self-awareness, become more confident, improve your communication, stay in control, and stop letting negative emotions derail your success.

Outcomes:

- Learn your own habitual patterns to better manage emotional reactions
- Become socially aware to better emotionally “read the room”
- Have difficult conversations without sacrificing relationships

Module 1: Introduction to Emotional Intelligence and Self Management

Emotional Intelligence

- What Is Emotional Intelligence?
- EQ and the Brain
- Core Competencies of Emotional Intelligence
- Emotional Intelligence Self-Assessment

Self-Awareness and Self- Management

- Developing Self-Awareness
- Process Emotions with Focus
- Control Yourself When Emotions are High
- Analyze and Adjust to Deep Emotions

Module 2: Social Awareness and Relationship Management

Social Awareness

- Developing Empathy
- Empathy Tool: Focused Listening
- Understanding Nonverbal Communication
- Teamwork and Collaboration

How to Analyze Relationships

- Tools for Relationship Management
- Why Social Awareness Matters