

Emotional Intelligence Workshop

Course Duration 1 Day

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behaviour. 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 acknowledgement 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.

Course Objectives

At the end of the course participants will be able to:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.

Course Outline

What is Emotional Intelligence?

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

Skills in Emotional Intelligence

How to Accurately Perceive Emotions
Use Emotions to Facilitate Thinking
Manage Emotions

Verbal Communication Skills

Focused Listening
Asking Questions
Communicating with Flexibility and Authenticity

Non-Verbal Communication Skills

Body Language
It's Not What You Say, It's How You Say It

Social Management and Responsibility

Benefits of Emotional Intelligence
Articulate your Emotions Using Language

Tools to Regulate Your Emotions

Seeing the Other Side
Self-Management and Self-Awareness
Giving in Without Giving Up

Gaining Control

Using Coping Thoughts
Using Relaxation Techniques
Bringing it All Together

Business Practices (I)

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

Business Practices (II)

Optimism
Pessimism
The Balance Between Optimism and Pessimism

Making an Impact

Creating a Powerful First Impression
Assessing a Situation
Being Zealous without Being Offensive