



## Course Content

### Course Description:

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985.

With our Emotional Intelligence workshop your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.

### Topics:

#### 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

- Focused 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 and 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



# Emotional Intelligence

- 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**

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

## **Module Twelve: Wrapping Up**

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