

Emotional Intelligence

About the Workshop

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.

Learning Objectives

Upon completion of workshop participants will be able to:

- Recognize what is Emotional Intelligence
- Develop your Emotional Intelligence
- Develop your Organization's Emotional Intelligence
- Learn how to Connect with Others

Target Audience

This workshop will appeal to a wide range of audiences and is intended for anyone

Topics Covered

- 1. What is Emotional Intelligence**
 - a. Introduction
 - b. History of Emotional Intelligence
 - c. Intelligence Quotient V.S Emotional Intelligence
 - d. Competency Framework
- 2. Building Your Emotional Intelligence**
 - a. The Business Case
 - b. Assessing Your Emotional Intelligence
 - c. Identifying the Areas for Improvement
- 3. Self-Awareness**
 - a. Understanding Yourself
 - b. Understanding Your Brain
 - c. The Johari Window Model
 - d. The Self-Awareness Tool
- 4. Self-Management**
 - a. Self-Regulation
 - i. Self-Control
 - ii. Trustworthiness
 - iii. Conscientiousness
 - iv. Innovativeness
 - v. Adaptability
 - b. Self-Motivation
 - i. Achievement Drive
 - ii. Commitment
 - iii. Initiative
 - iv. Optimism
- 5. Social-Awareness**
 - a. Reading Others
 - b. Developing Empathy
 - c. Understanding Diversity
 - d. Understanding Different Communication Styles
- 6. Relationship Management and Social Skills**
 - a. Communicating with others
 - b. Active Listening
 - c. Developing Others
 - d. Conflict Management and Problem Solving

Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

Duration: 12 hours