



**Course Title:** Emotional Intelligence

**Course Length:** 1 day

**Time Online:** N/A

**Time in Class:** 8 hours

**Time in Lab:** N/A

**Class Size:** Minimum 6 / Maximum 15

**Price Per Student:** \$2,795.00\*

**Location:** Company Site

### **Course Description**

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900s, 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 Learning Objectives**

- 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 Content/Syllabus**

1. **Module One: Getting Started**
  - a. Workshop Objectives
2. **Module Two: What is Emotional Intelligence?**
  - a. Self-Management
  - b. Self-Awareness
  - c. Self-Regulation
  - d. Self-Motivation
  - e. Empathy

\* Price based on minimum enrollment, subject to change

- f. Case Study
- g. Module Two: Review Questions
- 3. **Module Three: Skills in Emotional Intelligence**
  - a. How to Accurately Perceive Emotions
  - b. Use Emotions to Facilitate Thinking
  - c. Manage Emotions
  - d. Case Study
  - e. Module Three: Review Questions
- 4. **Module Four: Verbal Communication Skills**
  - a. Focused Listening
  - b. Asking Questions
  - c. Communicating with Flexibility and Authenticity
  - d. Case Study
  - e. Module Four: Review Questions
- 5. **Module Five: Non-Verbal Communication Skills**
  - a. Body Language
  - b. It's Not What You Say, It's How You Say It
  - c. Case Study
  - d. Module Five: Review Questions
- 6. **Module Six: Social Management and Responsibility**
  - a. Benefits of Emotional Intelligence
  - b. Articulate your Emotions Using Language
  - c. Case Study
  - d. Module Six: Review Questions
- 7. **Module Seven: Tools to Regulate Your Emotions**
  - a. Seeing the Other Side
  - b. Self-Management and Self-Awareness
  - c. Giving in Without Giving Up
  - d. Case Study
  - e. Module Seven: Review Questions
- 8. **Module Eight:**
  - a. Using Coping Thoughts
  - b. Using Relaxation Techniques
  - c. Bringing it All Together
  - d. Case Study
  - e. Module Eight: Review Questions
- 9. **Module Nine:**
  - a. Understand Emotions and How to Manage Them in the Workplace
  - b. Role of Emotional Intelligence at Work
  - c. Disagreeing Constructively
  - d. Case Study
  - e. Module Nine: Review Question
- 10. **Module Ten:**
  - a. Optimism
  - b. Pessimism
  - c. The Balance Between Optimism and Pessimism
  - d. Case Study
  - e. Module Ten: Review Questions
- 11. **Module Eleven**

- a. Creating a Powerful First Impression
- b. Assessing a Situation
- c. Being Zealous without Being Offensive
- d. Case Study
- e. Module Eleven: Review Questions

**12. Module Twelve:**

- a. Words from the Wise
- b. Lessons Learned