

Developing Emotional Intelligence

Boost your emotional intelligence and turbo-charge your career!

There's a lot of buzz centered around emotional intelligence in the workplace right now, and with good reason. Cutting edge research into emotional intelligence has shown it plays a critical role in higher productivity, performance and job satisfaction.

Unlike your IQ, which is set by the time you are a teenager, your emotional intelligence (EQ) can be improved upon throughout your lifetime. This course will help you increase your ability to positively influence others, become a more intuitive leader and develop mutually beneficial relationships with all kinds of personalities.

Key learning points ...

- Gain revealing insights into what compels people to act the way they do
- Work more effectively with others — even difficult, high-strung personalities
- Learn to keep your emotions in check and help coworkers do the same
- Become more confident when interacting with colleagues, team members and superiors
- Determine your current level of emotional intelligence
- Defuse tense situations, mediate conflicts and improve relationships

How we present this material ...

Your trainer will tailor the content of this one-day seminar to address your organization's specific needs. Discussions, group exercises and hands-on practice will drive home key skills. Plus, participants will get their questions answered on the spot, receive "real time" coaching and benefit from the synergy of learning with their coworkers.

As a result of this training you'll ...

- **Enjoy greater buy-in and cooperation from others.** Use the skills you master here to persuade your coworkers, colleagues and team members to zero in on shared goals, work together more closely to achieve them and manage conflicts more productively.
- **Achieve greater control over your own emotional reactions.** Everyone suffers from emotional overload at some point, but we'll show you how to recognize when irrational thinking or negative beliefs are taking over and learn proven tools you can use to quickly get your emotions under control and your thoughts back on a positive track.
- **Increase your own personal productivity.** Learn how to step back, take your emotional state out of the mix, and use rational, positive thinking to adjust your attitude, calm down and take on your workload with renewed energy and smart prioritizing.
- **Learn to problem-solve like a pro.** Conflicts and problems go hand in hand — when problems arise, conflicts over how to solve them are never far behind. Discover a variety of problem-solving techniques and tools to help you mediate conflicts, help others rein in their emotions and deal with all types of workplace issues.



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Program Agenda

Developing Emotional Intelligence

The definition of intelligence

- How to define intelligence: What determines a high IQ?
- Key characteristics of emotional intelligence

Self-Awareness and emotional intelligence

- Your personal style and how it affects your relationships with others
- Extravert, introvert, thinker, feeler — where do you fall among these four commonly recognized personality traits?
- How do your preferences impact your effectiveness with other people?
- Self-awareness: the first key step in developing a higher EQ
- The Self-Assessment Checklist will help you determine your current emotional intelligence
- The undeniable benefits of improved emotional intelligence
- How to seek feedback to improve your self-awareness

Self-control and managing emotions

- How your right brain and left brain work together — and against each other — to affect your emotional reactions
- Leadership and emotional intelligence: how they are related
- Beliefs and their incredible effect on your emotions and behaviors
- How to handle irrational thinking and overcome negative emotions

Attitude and Motivation

- Techniques to identify your opportunities to grow and move forward
- Attitude, ability and motivation ... how emotions affect them all
- How to use motivation to overcome the negative thoughts that hold you back
- Maslow's Hierarchy of Needs motivation model — What's affecting your aims and drives?
- Optimism and pessimism — the role they play in your successes and failures
- Attitude adjustment: how to change your attitude from negative to positive (it can be done!)
- SMART goals and how they help you grow professionally and personally

Social competency: Enhance your ability to understand and influence others

- The importance of empathy in communicating, understanding, listening, establishing rapport and relationship building
- The role of establishing rapport in building relationships
- Are you politically aware? Political savvy and its place in your professional success
- Keys to communicating effectively with all types of personalities
- How to master the art of listening and hear what's *not* being said
- Body language: how your nonverbal cues affect the message you're trying to send — and how to interpret what others are saying with their body language
- How to adapt your voice to convey the message you really mean
- Ways to use EQ for team-building: competencies of high-performing teams and their members
- Dimensions of emotional intelligence: an action plan for the future