

# Building Your Emotional Intelligence

## OVERVIEW

Emotional intelligence (EI) can be defined as the ability to be aware of one's own emotions and those of others and regulate personal emotions to facilitate effective thinking, action and relationships. Studies have shown that emotional intelligence has a much greater impact on career success than a person's IQ.

Emotional intelligence abilities are not innate talents, but skills that can be learned. This class will enable you to identify and develop those emotional intelligence competencies that you most need to develop and create an action plan to grow stronger in each key area.

## LEARNING OBJECTIVES

- Recognize how feelings, reactions and emotions affect work relationships
- Discuss choosing how to act instead of reacting
- Describe working effectively with people who have different personalities and communication styles
- Express how to be flexible and open in the face of change
- Articulate ways to remain in control in emotionally charged situations

## COURSE HIGHLIGHTS

### Emotional intelligence in today's workplace

- The link between emotional intelligence and performance
- Assess your emotional intelligence

### Increase your self-awareness

- The crucial importance of self-awareness
- What can happen when self-awareness is low
- How you make appraisals
- What is it you're feeling? Worry, fear? You've got to name it before you can claim it.

### Your role in creating an emotionally intelligent environment—how to self-regulate and self-motivate

- What factors into motivation?
- The problem with ignoring your emotions
- Recognizing the physical warning signs that your emotions are surging
- A new mental script for controlling your behavior, tendencies and impulses
- Flexibility—why it's important
- The process to use the next time conflict arises
- The RCFU formula for stopping angry responses you later regret

### Develop and refine relationships—relate well to others

- “People skills” you need to succeed at work
- Ways to promote emotional intelligence in your workplace
- Be comfortable and calm with all types of communication styles
- Principles of emotionally intelligent communication
- How to read unspoken feelings from nonverbal cues
- Listen to hear a lot more than what's being said
- The awesome power of empathy
- Trigger words and negative reactions they provoke

### Help others with emotional intelligence through coaching and mentoring

- Talk about emotions—without sounding like a psychologist
- Best practices when helping others manage their emotions
- Slowdown techniques for calming an overly emotional person

## TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)