

# Emotional Intelligence

## Introduction

Emotional Intelligence refers to the capacity for recognising our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships:

- It's about how you feel and how others around you feel
- Knowledge of EI helps you identify what feels good and bad and how to change
- Maintaining an emotional awareness and sensitivity and developing the skills that will help you to stay positive
- A dynamic process of learning skills to understand yourself and others
- Having the ability to Identify, Use, Understand and Manage Emotions, both our own and those of people around us

This course will help you to get in touch with your Emotions and understanding Emotional Intelligence will also enable you to:

- Motivate others
- Communicate elegantly and effectively
- Listen so you get the real message
- Take setbacks without feeling distraught
- Stop anger ruining your health, relationships and job prospects
- Enjoy extremely satisfying and productive relationships
- Protect yourself, your family and your friends from emotional problems
- Be more comfortable with uncertainty

## Course Objectives

By the end of this course, participants will be able to:

- Raise awareness of the concept of Emotional Intelligence
- Explain what is Emotional Intelligence?
- Explain how improvements and changes can be made to personal Emotional Intelligence
- Conduct simple self-assessments in order to focus on current state and where improvements can be made
- Explore Self-Awareness and Self-Regulation and Self-Motivation
- Refine their understanding and awareness of emotions and tune into their own senses and emotions and of those around them
- Focus on simple strategies to monitor emotions
- Formulate a strategy for promoting emotional intelligence
- Explore the difference between managers and leaders and the impact of EI on both
- Improve their own emotional intelligence
- Explain the concept of communication
- Explore the link between Emotional Intelligence and change management
- Manage conflict using emotional intelligence
- Reduce stress

## Content

A sample of what is covered includes:

- **What is Emotional Intelligence?**
  - Why be Emotionally Intelligent?
    - Business benefits
  - Five Things You Need to Know About EI
  - What is Emotional Intelligence
  - Understanding EI
  - What Emotional Intelligence Isn't
  
- **Self-Awareness and Self-Management**
  - What impact will my Emotional Intelligence have on my career?
  - Predictors of career success
  - How is my Emotional Intelligence (EQ) related to my IQ?
  - Is my Emotional Intelligence fixed?
  - I want to improve my EI, what should I do?
  - 20 Steps to EI Self-Assessment
  - The Four Elements of EI
  
- **The competencies of Emotional Intelligence**
  - The competencies of Emotional Intelligence
    - Intra-Personal
    - Inter-Personal
    - Emotional Self Awareness - Johari's Window exercise - after learning about the model, participants will share hidden feedback about each other to increase each individual's self-awareness
    - Emotional Self-Regulation
    - Emotional Self-Motivation
    - Empathy
    - Nurturing Relationships
  - Tuning into your senses
  - Developing self and others
  
- **Empathy and emotion as an EI competency**
  - What is Emotion?
  - How do we view emotions?
  - The story of Phineas Gage
  - How the brain works
  - Biological purpose for emotion
  - Managing your emotions
  - Keeping an emotion log
  - Nine strategies for promoting Emotional Intelligence
  
- **Leadership and EI**
  - Leadership and EI
  - Managing and Leading - the difference between Management and Leadership
  - Job types and EI
  - Improving your EI
  - Why improve your EI
  - Self-directed change

- **Improving your communication using EI**
  - Communication - basic principles
  - How we communicate
  - Traits of effective communicators
  - Effective communication techniques
  - Active listening
  - Most common poor listening habits
  - Developing positive listening habits
  - Transactional analysis

**Introducing change using EI**

- Change management and EI
- Emotionally unintelligent leadership - how not to do it
- The impact of EI
- Managing conflict - the modes and how to use them

**Stress Immunity**

- Case studies (to look at how EI can help to reduce stress levels) and exercises to show how EI can reduce stress on a day to day basis if simple steps are followed

