



## Emotional Intelligence in the Workplace

Description:	<p>Emotional intelligence (EI) is the capacity to be aware of, in control of, and express one's emotions in a way that preserves interpersonal relationships both judiciously and empathetically.</p> <p>Participants will develop an understanding of what EI is, develop self awareness and self-regulation in themselves, and positively develop those skills in others through empathetic listening and shared understandings.</p>
Defined Instructional Objectives:	<p>At the end of the course the participants will have learned what EI is, have developed an awareness of their current EI skills and how to positively develop those skills in others. They will understand the role of empathetic listening, and integrate that knowledge into their interactions with others.</p>
Measurable Learning Outcomes:	<ol style="list-style-type: none"> <li>1. Participants will learn to identify communications styles and understand their impact</li> <li>2. Participants will acquire tools for understanding of emotional intelligence</li> <li>3. Participants will develop a personal self-awareness of their current emotional intelligence skills</li> <li>4. Participants will learn tools that will assist them in developing self-regulation</li> <li>5. Participants will build an awareness of others</li> <li>6. Participants will learn how to participate in raising organizational EI</li> </ol>
Course Components:	<ol style="list-style-type: none"> <li>1. Why Emotional Intelligence Matters</li> <li>2. Why Emotions are Key</li> <li>3. Emotional Intelligence at Work</li> <li>4. Cultivating Emotional Intelligence</li> <li>5. Getting to Know Yourself</li> <li>6. Understanding Feelings</li> <li>7. Perceiving Yourself Accurately</li> <li>8. Cultivating Confidence and Self-Esteem</li> <li>9. Exercising Emotional Self-Control</li> <li>10. Working with Your Triggers</li> <li>11. Living with Integrity</li> <li>12. Achieving Your Goals</li> <li>13. Being Flexible and Agile</li> <li>14. Getting to Know Others</li> <li>15. Developing Empathy</li> <li>16. Anticipating Needs</li> <li>17. Cultivating Social Awareness</li> <li>18. Appreciating Diversity</li> <li>19. Communicating Effectively</li> <li>20. Developing Others</li> <li>21. Facilitating Team Performance</li> <li>22. Managing Conflict</li> <li>23. Being a Change Catalyst</li> <li>24. Helping Your Organization Develop EI</li> </ol>
Assessments Methods:	<p>Verbal understanding of concepts and written reflection (worksheets), completion of self assessments; direct observation of application of acquired skill sets.</p>

Delivery Methods:	In person one to one and group training sessions, goal setting worksheets, exercises, active/empathic listening templates, progress tracking
Format:	This training is offered in person one to one, group, or by Skype/Facetime and can be adapted to partnerships and teams.
Duration/Schedule:	The training is based upon 8 hours of individual and group sessions over a period of 4 to 12 weeks.
Attendees:	1 to 100
Completion Requirements:	Participants are required to complete 8 hours of training plus and additional estimated 6 hours of project homework.
Course Fees:	Course fees are contingent on total number of hours of individual and group trainings, number of participants, and if this training is held alone or in conjunction with other trainings. For example: a complete 6 course series (Emotional Intelligence, Healthy Conflict, Transparent Communication, Collaborative Eco-Systems, Team Building with Purpose, and Creating Trust), with 8 hours of training each and 13 participants costs approximately \$72/participant/hour + GST