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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Expanding Your Emotional Intelligence



About This Course:

The workplace can be filled with stress, pressure, excitement, and anxiety. Emotional Intelligence (EI) is how we identify and regulate our own feelings, tune into the feelings of others and understand their perspectives, and use this knowledge to guide us toward constructive interactions.

Emotional Intelligence is more than your average “soft skill”. It is essential to

successful teamwork, effective leadership, and overall competence. Most of all, it is a skill that takes practice and focus to master.

This course has been approved for 14 PDUs | 14 CDUs

Course Objectives:

- Analyze the components of Emotional Intelligence
- Explain the principles of self-awareness
- Implement Emotional Intelligence for better communications and first impressions
- Demonstrate how to balance positive and negative emotions
- Use principles of mental resilience to navigate difficult relationships and situations

Audience:

- Those desiring to achieve and apply emotional self-awareness and management to enhance their professional careers as well as realize their personal goals will benefit from this course.

Prerequisites:

- None

Course Outline:

The History of Emotional Intelligence

- Redefining intelligence
- Introducing EI
- The benefits of EI competence
- EI first steps
- 5 components of EI

Learning the Elements of Emotional Intelligence

- Can you learn EI?

- Understanding EI appraisals
- Emotional Intelligence 2.0
- Personal and social proficiencies
- Emotional honesty

The Value of Self-Awareness

- Defining the “self”
- The Physical Self
- The Emotional Self
- The Mental Self
- The Spiritual Self

Enhancing Your Communication with Emotional Intelligence

- Emotions and how we perceive the world
- The powerful first impression
- Focused listening
- Building rapport and emotional empathy

Using Positive and Negative Emotions

- Building personal wellness
- The gratitude mindset
- The power of negative emotions
- The lessons of regret
- Cultivating enthusiasm, confidence and efficacy

Creating Balance and Authenticity with Others

- Giving in without giving up
- Building mental resilience
- Difficult people, difficult situations
- Disagreeing constructively

Authentic leadership