

EMOTIONAL INTELLIGENCE

Effective leadership starts with effective self-leadership. Leaders who understand their emotional triggers and default behaviors are better prepared to manage themselves amidst stress and frustration. This skill is called Emotional Intelligence and involves the application of self-awareness, self-management, social awareness, and relationship management.

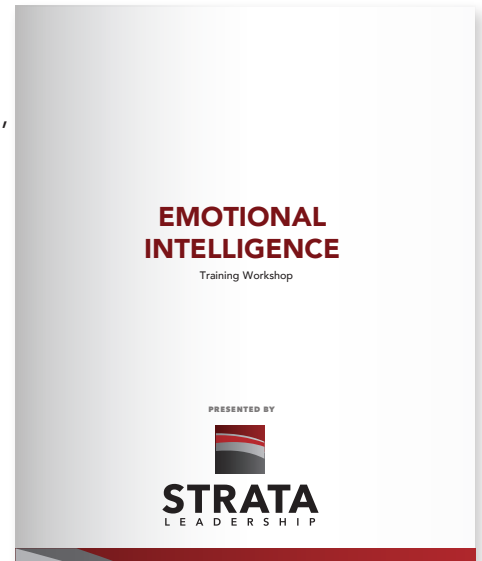
In this training program leaders will assess their level of emotional intelligence (EI) and learn techniques to gain better self-awareness and build strategies that grow emotional intelligence. This course teaches leaders how to leverage the power of emotional intelligence in everyday interactions with employees and peers, as well as how to manage conflict with others.

PARTICIPANTS WILL LEARN HOW TO:

- Understand the concept of emotional intelligence
- Understand yourself and others
- Assess your level of emotional intelligence
- Recognize areas of your EI that need development
- Manage weaknesses and self-destructive tendencies
- Understand how people experience emotions and the effect of relationships at work
- Manage conflict and avoid negative interaction loops
- Respond effectively to difficult people and interpersonal challenges
- Create a development plan for personal EI growth and development

HOW YOUR ORGANIZATION WILL BENEFIT:

- More self aware leaders
- More productive conversations
- Create healthy conflict
- Create an emotionally intelligent workplace
- Higher employee satisfaction and morale
- Higher customer satisfaction



COURSE OUTLINE:

1. Understanding Emotional Intelligence
2. The Character Core
3. Emotional Intelligence and Leadership
4. The Biology of Emotional Intelligence
5. The Four Elements
6. Planning for Emotional Intelligence Interaction