



THE BEST
WORKPLACE

Emotional Intelligence: Self-Mastery and Social- Connection

COURSE SPECIFICATIONS

Length & Type:	1 day - In-Person or Virtual (can be customized and broken down into modules)
Audience:	Anyone. There are no pre-requisites.
Participants:	Up to 18

DESCRIPTION

When Emotional Intelligence (EQ) first appeared to the masses in 1995, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70% of the time. This anomaly threw a massive wrench into what many people had always assumed was the sole source of success—IQ. Decades of research now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack. How much of an impact does emotional intelligence have on your professional success? The short answer is: a lot! Research has tested emotional intelligence alongside 33 other important workplace skills, and found that emotional intelligence is the strongest predictor of performance, explaining a full 58% of success in all types of jobs.

In this workshop, you will take an assessment to determine your strengths, challenges, and create a plan to optimize your EQ. You will also have a chance to practice some of the self and social competence skills to improve your ability to "keep it cool" as well as better empathize with others.

LEARNING OBJECTIVES

After completing this program, participants will be able to:

- ✓ Define emotional intelligence and understand its personal and professional impact
- ✓ Examine the Emotional Intelligence model or self-awareness, self-management, social-awareness, and social-management
- ✓ Identify the strengths and limitations of your personal emotional assessment results and exercise the key skills associated with Emotional Intelligence
- ✓ Create an action plan to enhance your self-control and influencing capability

CONTENT

The What and Why of Emotional Intelligence

*Deep examination of the Goleman Model of Self-Awareness, Self-Management, Social-Awareness (Empathy) and Social-Management (Influence)
Discover the benefits of EQ ... and why it is in such short supply these days*

Self-Competence and How to "Keep it Cool"

*Examine and discuss your assessment scores to determine areas of strength and improvement
Exercise the self awareness and management skills of self-talk, mindfulness, and focus*

Social-Competence and How to Influence

*Practice paraphrasing, empathy, reading body language, and exhibiting curiosity about others
Develop an action plan with a feedback partner based on your assessment and what was learned*