

Expanding Your Emotional Intelligence | 3 Days

At the core of the success of every organization, Emotional Intelligence (EI) is central to a well-functioning team. A strong grasp of this crucial skillset is essential to effective collaboration, productivity, and accomplishment. This course does much more than cover the theory of EI. Incorporating powerful tools and classroom activities, you will practice and hone your skills, mastering the strategies learned to effectively communicate, connect with, and support others through healthy and productive interactions.

WHO SHOULD ATTEND:

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

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments
Leader of Organizational Strategy

OBJECTIVES:

- Identify the key competencies of emotional intelligence
- Develop a learning path to enrich your EQ
- Gain better control over your behavior under duress
- Enhance your communication skills and competencies
- Learn to thrive under stress
- Develop gratitude and strength of character
- Build a meaningful life balance and your authentic self

COURSE OUTLINE:

The History of EI

Defining Emotional Intelligence
Understanding the 5 Components of Emotional Competence
Using an Emotional Vocabulary

Can You Learn EI?

Learning to Be Emotionally Competent
Developing Self-Awareness
Building Trusting Relationships

Enhancing Your Communication with EI

Creating a Powerful First Impression
Using Body Language
Communicating with Flexibility and Authenticity

Emotions & Behavior

Expanding Your Emotional Toolbox
Applying Mindfulness
Offering Your Attention and Acceptance

Emotions Under Stress

Knowing Yourself
Applying the Right Emotions at the Best Time
Managing the Modes of Cognition

Gratitude & Strength of Character

Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character
Understanding the Role of EI at Work
Disagreeing Constructively, Applying Passion and Fostering Optimism

Meaningful Life Balance & Authenticity

Leading by Example
Giving In Without Giving Up
Making Authenticity a Part of Your DNA

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- Emotional Intelligence featuring Stewart Levine
- What Brain Research Says About Leadership featuring David Rock
- Tools for Developing Emotional and Social Intelligence featuring Sheila Madden
- Understanding Emotional Alignment featuring Marcia Reynolds
- Understanding Emotional Intelligence featuring Marcia Reynolds
- Develop Your EQ featuring Glen Senk
- Comfort Zone Is the Enemy of EQ featuring Jen Shirvani
- The Five Attributes of Emotional Intelligence featuring Clarissa Peterson
- The Need for Emotional and Social Intelligence in Global Leaders featuring Sheila Madden
- What is EQ? featuring Jen Shirvani
- Lead with Authenticity featuring Liz Mellon
- How High-Performing Leaders Perform featuring Howard M. Guttman
- How to Inspire Trust featuring Heidi Grant Halvorson
- Relationship Management: Don't Win the Battle to Lose the War featuring Travis Bradberry
- Characteristics of High EQ Leaders featuring Travis Bradberry

Book Summaries

- Good Leaders Ask Great Questions by John C. Maxwell
- Working with Emotional Intelligence by Daniel Goleman

Blueprints

- Building the Right Management Team by Robert Pallari, Thomas Beeman and Mark Hamdan
- Using Personality Tests to Hire Employees and Reorganize Your HR Structure by Doug Bryant, Kelley Dobbs, Anthony J. Vegliante and Donald M. Davis

Leader-Led Activities

- The Value of Emotions Discussion Guide
- Needs for Emotional Intelligence Facilitation Guide
- Relational Competencies Facilitation Guide
- Personal Competencies Application Guide

Self-Assessment

- Personal Domain
- Relational Domain

Business Impact

- Business Impact: Managing the Stress of Organizational Change

Challenge

- Challenge: The Emotionally Intelligent Leader

Tools

- Research Highlights
- Value and Challenge of Emotions
- Needs for Emotional Competence
- Management Team
- Development Process
- Personal Development Activities
- Self-talk Obstacles
- Relational Development Activities

Test

- Leadership Advantage Test Yourself: The Emotionally Intelligent Leader

Core Message

- Leadership Advantage: The Emotionally Intelligent Leader 3.0

Case Study

- Events and Emotions
- Personal Emotional Competence
- Relational Emotional Competence

Key Concept

- Key Concept: Highlights from Emotional Intelligence Research
- Key Concept: The Value of Emotions
- Key Concept: Emotional Intelligence: Science vs. Skepticism
- Key Concept: Emotions and Business
- Key Concept: Emotional Intelligence and Emotional Competence
- Key Concept: Emotional Competence: The Personal Domain
- Key Concept: The Relational Domain
- Key Concept: The Development Process
- Key Concept: Developing Emotional Competency through Self-awareness and Self-regulation
- Key Concept: Obstacles to Developing Personal Competencies
- Key Concept: Developing Your Relational Competency

e-Books

- The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work
- Mastering Mentoring and Coaching with Emotional Intelligence
- Emotional Intelligence Coaching: Improving Performance for Leaders; Coaches and the Individual
- Transparency: How Leaders Create a Culture of Candor

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.