

Emotional Intelligence **Harness The Power Of Emotions To Achieve Optimal Performance**

Overview

A practical program to increase awareness of the key emotional competencies that promote individual effectiveness. This workshop will review the core components of emotional intelligence that drive successful self-management and optimize interactions with others. Participants will learn how to harness emotions intelligently and guide their thoughts and actions more effectively.

Benefits

- Greater personal satisfaction
- Increased effectiveness productivity
- Being emotionally intelligent is crucial for business success

Outcomes

- To learn to manage emotions better
- To use emotions to positively motivate oneself and positive impact on others
- To gain greater insight into self and others
- To improve interpersonal effectiveness — non verbal
- Learn the costs of social incompetence
- Learn empathic communication
- Understand and utilize the principle of emotional contagion
- Learn the critical non-verbal element of communication

Structure & Models

The Costs of Social Incompetence

Emotional Intelligence:

- Managing your emotions
- Impacting emotions on others
- Empathy
- Emotional contagion

Communication Skills

- Verbal
- Non-verbal
- Helpful listening and responding

Achieving Optimal Understanding Through Empathic Communications



Format

- 1-day workshop that builds on EQ skills and identifies key growth opportunities
- The session is highly interactive and includes a variety of small group activities
- Participants will receive an EQ workbook for taking notes and completing exercises
- Participants will leave with an action plan to implement skills back on the job
- The session includes an EQ Pro assessment to identify strengths and areas for growth