



Develop Your Emotional Intelligence

COM103; 1 Day, Instructor-led

Course Description

Researchers and business experts agree that people with high emotional intelligence (E.I.) are consistently the top performers in their organizations. They're more resilient and flexible when things get tough, and are held in the highest regard by their bosses, peers, co-workers, and others. In this course, you'll learn why emotional intelligence is more than a handy set of "people skills," and why many executives feel it's the one skill you must have to be successful in today's workplace.

Course Objectives

- Explore the Relationship Between Emotional Intelligence, Reduced Stress and Better Performance
- Improve Results When Working with People Whose Communication and Work Styles are Different from Yours
- Communicate Constructively in a Way That Doesn't Cause Anger, Resentment, or Hurt Feelings
- More Easily Resolve Problems with Customers, Bosses, Co-Workers, and Others
- Increase Your Visibility in the Eyes of Your Bosses
- Create Short Term and Long Term Action Plans to Cultivate and Sustain Emotional Intelligence

Course Outline

What Is Emotional Intelligence?

- Gain a Working Knowledge of Five Core Competencies of Emotional Intelligence
- Learn Why Emotional Intelligence is a Key Success Factor in Today's Workplace
- Understand How Increasing Emotional Intelligence Can Reduce Stress, Increase Your Performance and Help You Build Positive Relationships at Work
- Mini Action Plan

Increase Interpersonal Success Through Self Awareness

- Assess and Analyze Your Emotional Intelligence
- Explore Your Emotions: Become Familiar with Psychological and Physical Reactions
- Learn When Emotions Can Be Your Greatest Asset, and Greatest Liability

- Understand the Causes of Each Emotion and How to Turn Them to Your Advantage
- Mini Action Plan

Communicate with Flexibility and Authenticity

- Leverage Emotional Intelligence through Focused Listening and Asking Questions
- Understand How to Express Emotional Intelligence through Non-Verbal Communication
- Use Emotional Intelligence to Interact with Your Team and Enhance Group Dynamics
- Disagree Constructively
- Mini Action Plan

Self-Management Skills That Will Keep You in Control

- Manage Emotions in the Workplace When You Feel Like You're on the Verge of Losing It
- Reduce Drama by Asking the Right Questions to Get to the Root of a Complicated Situation
- Recognize Trigger Words, Non-Verbal Cues, and Emotionally Sensitive Situations
- Use Empathy to Understand Different Perspectives
- Mini Action Plan

Make an Impact with Emotional Intelligence

- Increase Your influence and Confidence at Work
- Develop Others in Your Team and Organization
- Increase Your Leadership Skills and Become a Top Performer
- Use Emotional Intelligence to be More Flexible and More Easily Adapt to Change
- Synthesize Tools and Ideas to Develop Sustainable Short Term and Long Term Action Plans