

Emotional Intelligence for Personal Leadership

2 Day ONLINE LEARNING (14 Hours)

Introduction

For most people, **emotional intelligence** (EQ) is more important than one's intelligence (IQ) in attaining success in their lives and careers. As individuals our success and the success of the profession today depend on our ability to read other people's signals and react appropriately to them.

Therefore, each one of us must develop the mature emotional intelligence skills required to better understand, empathize and negotiate with other people — particularly as the economy has become more global. Otherwise, success will elude us in our lives and careers.

"Your EQ is the level of your ability to understand other people, what motivates them and how to work cooperatively with them," says Howard Gardner, the influential Harvard theorist.

The course will help achieve an understanding of how emotions shape who we are, how we relate to others and how to improve relationships. Participants will leave with tools that shine a light on what EQ is and how to use it to great effect. Participants will increase their knowledge of emotional intelligence (EQ) to improve their interpersonal and intrapersonal skills, adaptability, stress management and general mood.

This course is perfect for individuals who want to understand more about how emotions impact on people and how we choose the impact of our behaviour. The training is ideal as part of a leadership development programme and can be tailored to meet your specific goals.

Course Objectives

By the end of this 14 hours online course, the participants will be able to:

- Understand emotional intelligence and why it is important to personal and professional success.
- Recognize five competencies you can work on to increase your level of emotional intelligence.
- Apply insights into people management skills
- Read people structurally and effectively
- Apply principles of motivating people
- Learn leadership skills to manage employees
- Analyse competencies in leading employees
- Develop skills for resolving conflicts
- Evaluate abilities to help employees achieve excellent performance
- Develop Interpersonal skills through verbal and non-verbal communication
- Learn influencing and persuasive skills to deal with others

Course Content

| Module | Module | Key Topics |
|--------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Getting Started | <ul style="list-style-type: none"> ▪ Icebreaker ▪ OPRAH Netiquette ▪ Workshop Objectives |
| 2 | What is Emotional Intelligence | <ul style="list-style-type: none"> ▪ What is emotions? ▪ What is Emotional Intelligence ▪ Personal & Professional Effects of Poor EI ▪ Personal Benefits of Emotional Intelligence ▪ Professional Benefits of Emotional Intelligence ▪ What is your emotional intelligence level? (Quiz) |
| 3 | The Five Essential Competencies of Emotional Intelligence | <ul style="list-style-type: none"> ▪ Self Awareness ▪ Self Regulation ▪ Self Motivation ▪ Empathy ▪ Relationship Management |
| 4 | Four Skills in Emotional Intelligence | <ul style="list-style-type: none"> ▪ Recognition: Who I am ▪ Regulation: What I do ▪ Self: How we manage ourselves ▪ Others: How we handle relationships ▪ Use EQ Power meter (Tools) |
| 5 | Communication Strategies to Improve EI | <ul style="list-style-type: none"> ▪ Verbal communication ▪ Non-verbal Communication |
| 6 | Tools to regulate your emotions and gain control | <ul style="list-style-type: none"> ▪ EQ Skills 1: Rapidly reduce stress ▪ EQ Skills 2: Resolve conflict positively ▪ EQ Skills 3: Give Constructive Feedback ▪ EQ Skills 4: Practice Gratitude |
| 7 | Wrapping Up | <ul style="list-style-type: none"> ▪ Words from the Wise ▪ Lessons Learned ▪ Completion of Action Plans and Evaluations |

Course Methods

The latest thinking on EQ will be shared with the group and there will be regular opportunities for skills practice in both small and larger groups. Skills will be reviewed for continuous improvement.

The learning will have four fundamental principles which will be:

1. **Highly engaging** (methods that talk to the 'head and heart')
2. **Interactive** (mix of experience, discussion and practice)
3. **Innovative** (latest thinking & tools) and...
4. **Encourage participation** (a 'Socratic' learning methodology applied) so that delegates take ownership of their own development and future behaviour.

PROGRAM AGENDA

| | Time | Agenda | Duration |
|---------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Session 1 (4 Hours) | 9.00-9.30 | I. Introduction <ul style="list-style-type: none"> • Trainer Introduction • <i>Icebreaker Activity</i> • Workshop Overview • O.P.R.A.H. Netiquette | 30 mins |
| | 9.30-10.30 | II. What is Emotional Intelligence <ul style="list-style-type: none"> • Human and Emotions • EQ & IQ • <i>Activity: LOLA</i> | 60 mins |
| | 10.30-10.45 | Break | 15 mins |
| | 10.45-11.45 | III. What is Emotional Intelligence...cont. <ul style="list-style-type: none"> • Personal & Professionals Effects of Poor EI • Benefits of EI to individual and company • <i>Activity: Discussion & Q & A</i> | 60 mins |
| | 11.45-12.45 | IV. Quiz assessment: What is your EQ level? <ul style="list-style-type: none"> • Individual Online Assessment • <i>Activity: Sharing & Discussion</i> | 60 mins |
| | 12.45-1.00 | Q & A & Summary Take home assignment: EQ Power Meter | 15 mins |

| | Time | Agenda | Duration |
|---------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Session 2 (3 Hours) | 9.00-9.30 | Hot Potato 1 (Recap) | 30 mins |
| | 9.30-10.30 | V. The Five Essential Competencies of EI <ul style="list-style-type: none"> • Self-Awareness • Self-Regulation • Self-Motivation • Empathy • Relationship Management • <i>Activity: Discussion & Q & A</i> | 60 mins |
| | 10.30-10.45 | Break | 15 mins |
| | 10.45-11.45 | VI. Four Skills in Emotional Intelligence <ul style="list-style-type: none"> • Recognition: Who I am • Regulation: What I do • Self: How we manage ourselves • Others: How we handle relationship • <i>Activity: Use EQ Power Meter (tools)</i> | 60 mins |
| | 11.45-12.00 | Q & A | 15 mins |

| Session 3 (4 Hours) | Time | Agenda | Duration |
|---------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| | 9.00-9.30 | Hot Potato 2 (Recap) | 30 mins |
| | 9.30-10.30 | VII. Communication Strategies to improve EI <ul style="list-style-type: none"> • Verbal communication • Levels of Listening • Guidelines for Empathetic Listening • Video: The Nail • <i>Activity: Listening Quiz</i> | 60 mins |
| | 10.30-10.45 | Break | 15 mins |
| | 10.45-11.45 | VIII. Communication Strategies to improve EI <ul style="list-style-type: none"> • Non-verbal communication • Reading Non-Verbal Cues • Eye Contact • Body Language • <i>Activity: Identify the picture</i> | 60 mins |
| | 11.45-12.45 | IX. Tools to regulate your emotions and gain control <ul style="list-style-type: none"> • EQ Skills 1: Rapidly Reduce Stress • <i>Activity: P.E.A.C.E.</i> • EQ Skills 2: Resolve Conflict Positively • <i>Activity: Case study</i> | 60 mins |
| | 12.45-1.00 | Q & A | 15 mins |

| Session 4 (3 Hours) | Time | Agenda | Duration |
|---------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| | 9.00-9.30 | Hot Potato 3 (Recap) | 30 mins |
| | 9.30-10.30 | X. Tools to regulate your emotions and gain control...cont. <ul style="list-style-type: none"> • EQ Skills 3: Give Constructive Feedback • EQ Skills 4: Practice Gratitude | 60 mins |
| | 10.30-10.45 | Break | 15 mins |
| | 10.45-11.45 | XIII. Action Planning <ul style="list-style-type: none"> • Program Summary • Action Plan: Start-Stop-Continue • Participant sharing of action plan • Workshop Evaluation | 60 mins |
| | 11.45-12.00 | Q & A | 15 mins |