

## Emotional Intelligence at Work- Management of Self and Others



### Emotional Intelligence (EI) -A Working Definition

At the risk of oversimplifying, emotional intelligence is the dimension of intelligence responsible for our ability to manage ourselves and our relationships with others. Each day, both in our personal and business lives, opportunities and challenges present themselves.

It is EI that enables us to recognise and move toward the opportunity. And it is EI that enables us to meet even the toughest of life's challenges.

- EI is the distinguishing factor that determines if we make lemonade when life hands us lemons or spend our life stuck in bitterness.
- EI is the distinguishing factor that enables us to have wholesome, warm relationships, or cold, distant contacts.
- EI is the distinguishing factor between finding and living our life's passions or just putting in time.
- EI is the distinguishing factor that draws others to us or repels them.
- EI is the distinguishing factor that enables us to work in concert and collaboration with others or to withdraw in dispute.

In the business world however, so much of our emphasis has been placed on intellect. It has been on IQ and all the analytical, factual, and measured reasoning power that IQ represents. Make no mistake, intellect has proven invaluable to drive our success in business. Financial decisions based on analytical details, sound strategies based on facts and data, and processes and procedures based on review and analysis are all critically important. However, to get to the next and higher level of competence in business, we must blend the progress that we've made in using intellect and IQ with the invaluable competencies of EI.

The business case for EI has already been made. In study after study, from many different industries and professions, those who had high EI competencies outperformed their colleagues. Therefore, teaching EI competencies throughout the organisation is essential.

Emotion is present in the workplace Every day and Everywhere, Emotion is energy. Learning to harness this energy and use it to impact the reasoning side of the business in a positive way is one of the great untapped resources yet to be conquered.

### Modules and Sections covered during this program

- Module 1: What is EI.
- Module 2: The four Components of EI.
- Module 3: Four Core Emotional Intelligence Skills.
  1. Self-Awareness.

2. Self-Management.
  3. Social Awareness.
  4. Relationship Management.
- EI Development Plan – Bringing it all together.

## Learning Objectives & Outcomes

### After completing this module, you should be able to:

- Demonstrate knowledge and understanding of principles and concepts of emotional intelligence in respect of life and work relations.
- Evaluate your own level of emotional intelligence to determine development areas.
- Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships on life and work relations.
- Give and receive feedback in an emotionally intelligent manner.
- Identify behavioural skills in the context of self-awareness and emotional intelligence.
- Techniques for improving emotional intelligence.
- Develop your own **EI Action Plan** to determine development areas.

Audience: All individuals within an organisation

Classroom Session Length: 1 day.

Virtual Session: 2 half days.

Recommended class size: Max 12 delegates / Min 6 delegates