

## **Personal Effectiveness Through Emotional Intelligence - EQ1**

### **Course Summary**

#### **Description**

Whether in our working lives or at a personal level, relationships have the potential to add fulfilment and meaning to our lives or cause disappointment and unhappiness. Unfortunately, we get little training or learning in one of the most fundamental aspects of human behaviour that affects our personal and professional relationships: emotional intelligence.

Emotional intelligence is the ability to perceive, assess, and positively influence one's own and other people's emotions. Combining theory, discussion and self-awareness exercises, this two-day workshop provides an excellent vehicle to enhance your emotional intelligence and increase personal effectiveness in all areas of life. The concepts, skills, and learning provide essential insights for all who want to better understand and influence others or who wish to broaden their self-awareness.

#### **Objectives**

By the end of this course, students will be able to:

- Better understand your motivations, values, personality and potential
- Manage your behaviour for personal effectiveness in a number of scenarios
- Be more effective in communication with and influencing others
- Assess personality types and adjust your own style
- Understand why people are the way they are
- Understand the importance of self-awareness and encourage feedback from others
- Better understand and interpret behavioural competencies in the workplace
- Manage your career and personal life
- More effectively integrate into project and work groups
- Be better equipped to give constructive feedback to others

#### **Topics**

- Introduction
- Emotional Intelligence
- Insights into Behaviour
- Personality, Motivation and Values
- Personal Development

#### **Audience**

This program is suitable for anyone interested in enhancing his/her emotional intelligence or developing a better understanding of themselves and the perspectives of others. It is particularly valuable for anyone responsible for managing or influencing others.

#### **Prerequisites**

There are no prerequisites for this course.

#### **Duration**

Two days

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### Course Outline

- I. Introduction**
  - A. Guiding values in exploring the subject
  - B. Participant objectives
  - C. What we believe about people
  - D. Overcoming social stereotypes—gender/race/culture
  - E. The problem with the way we see others
  
- II. Emotional Intelligence**
  - A. Categories of intelligence
  - B. Defining EQ
  - C. Aspects and domains of EQ
  - D. Self-awareness—Johari Window
  - E. Thinking and feeling
  
- III. Insights into Behaviour**
  - A. Nature/nurture
  - B. Learned behaviour/conditioning
  - C. Bilateral brain theory
  - D. Locus of control
  - E. Stages of life
  - F. Needs oriented behaviour
  - G. Exploring the emotional inventory
  
- IV. Personality, Motivation and Values**
  - A. Expectancy theory
  - B. Human need—Maslow
  - C. Six typical motivators
  - D. Personality models
  - E. How personality affects behaviour and relationships
  - F. Our in-built guidance system—values
  
- V. Personal Development**
  - A. Gimmick School vs. Character School
  - B. Changing ourselves
  - C. Personal reflections/personal priorities