

Emotional Intelligence (EQ) & Workplace Effectiveness

Course Summary

Description

Emotional intelligence is the intangible “something” in each of us that guides how we manage our behavior, navigate complex social interactions, and make personal decisions that affect ourselves and others. Our success in the business world depends on many factors, and research into the subject of Emotional Intelligence indicates that up to 67% of all competencies deemed essential for high performance are related to our emotional intelligence (EQ). The research further suggests that our EQ matters twice as much as our technical knowledge or IQ for high performance in the workplace. This workshop focuses on learning what emotional intelligence is, and on the strategies for maximizing or effective use of emotional intelligence in the workplace.

This course uses the Everything DiSC Workplace self-assessment as the foundation for the discussions related to knowing your own personality anchored behavioural preferences and identifying the behavioural preferences of others.

Objectives

After taking this course, students will:

- Know their own personality anchored behavioral preferences and how to identify those behavioral preferences in others,
- Know what emotional intelligence is, and its importance to their career,
- Know the five key dimensions of emotional intelligence,
- Know key strategies for better managing their emotional responses and how they project themselves,
- Know strategies for navigating social interactions,
- Be able to improve their effectiveness through increased self-awareness and application of the principles of emotional intelligence.

Topics

- Introduction to the Course and Course Content
- What is Emotional Intelligence?
- The Dimensions of Emotional Intelligence
- Self-Awareness & Self-Management
- Stress and Self-Management
- The Importance of Demonstrating Empathy
- Social Skills
- Conclusion and Commitment to Action

Audience

This course is for those wanting to learn what emotional intelligence is, and the strategies for maximizing or effective use of emotional intelligence in the workplace.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Introduction to the Course and Course Content

Participants are introduced to the topic and discuss the importance of, and benefit to themselves of, demonstrating high emotional intelligence.

Participants also receive an introduction to what will be covered in the course and information about how the course will be conducted. Participants describe their purpose for participating and their goals for attending the course.

II. What is Emotional Intelligence?

Participants then explore the definition of emotional intelligence, and the outcomes and benefits to themselves of improving their emotional intelligence. Note: For this discussion we will use the work of Daniel Goleman, who first brought the term "emotional intelligence" to wide audience in 1995.

III. The Dimensions of Emotional Intelligence

Participants discuss and explore Daniel Goleman's four dimensions of Emotional Intelligence

- A. Self-awareness
- B. Self-management
- C. Empathy
- D. Social skills.

IV. Self-Awareness & Self-Management

Participants explore ways to become more self-aware, discuss strategies for self-regulation in the workplace, and the importance of being able to handle and effectively manage conflict within the context of the four quadrant DiSC Personality Inventory. This includes a discussion on the importance of using mindfulness as a strategy for self-management, and reframing a situation as a technique for self-managing.

V. Stress and Self-Management

Participants discuss and explore how stress can affect the ability to self-regulate and manage one's emotions, and discuss strategies to better manage stress and minimize its effect on self-management and on social skills.

VI. The Importance of Demonstrating Empathy

Participants explore the importance of demonstrating empathy, and ways to effectively demonstrate empathy in the workplace.

VII. Social Skills

Participants discuss and explore the topic of social skills essential to emotional intelligence, ways to assess one's social skills, and ways to improve social skills. Included is a discussion on the importance of demonstrating optimism, and how to reframe situations to maximize interpersonal effectiveness.

VIII. Conclusion and Commitment to Action

Participants discuss strategies and tactics focused on building strength in improving their emotional intelligence. Specifically, in becoming more self-aware, implementing strategies to better self-manage their emotions, improving social interactions, and how to implement these changes in their daily lives.