

Developing Emotional Intelligence

OVERVIEW

Getting along at work is not just about what you know but how you come across to others. Participants will learn how to maximize their skills to stay in charge of emotions, build positive relations, & remain resilient in the face of change.

“The electronic assessment tool & movies helped me learn about my impact on others”.

Past Workshop Participant

Emotional intelligence is the number one predictor of professional success and personal excellence. Fortunately, our emotional intelligence is not static; it can be developed through training and reflection.

This workshop gives participants a snapshot of their current strengths, using the *Emotional Intelligence Appraisal™* tool. New skills are discovered and explored through exercises and discussion.

WORKSHOP BENEFITS

- Improved understanding of emotional intelligence
- Enhanced ability to “read” emotions in others
- Increased ability to reframe negative thoughts
- Better capacity for handling conflicts
- Greater resilience in challenging times
- Development of plans for further growth
- Enhanced sense of personal power
- Increased ability to maintain professional poise
- Improved impact in key relationships



WHO SHOULD ATTEND

- Front Line Staff
- Managers & Supervisors
- Team Leaders & Individual Contributors



Bold New Directions
TRANSFORMING PEOPLE & PERFORMANCE

Developing Emotional Intelligence



Day One

- What is Emotional Intelligence or EQ
- Why Emotional Intelligence Matters
- The Business Case for EQ
- Understanding the Four EQ Skills
- Ask the Expert
- Understanding Self-Awareness
- Learning From Others – Movie Clip #1
- Understanding Self-Management
- Learning From Others – Movie Clip #2
- Reframing your Self-talk
- How's Your EQ?

Day Two

- Understanding Social Awareness
- Learning From Others – Movie Clip #3
- Understanding Relationship Management
- Learning From Others – Movie Clip #4
- How to Train Your Brain
- Strategies for Resilience
- Feedback from Others
- Understanding Your Impact
- Developing Your Action Plan
- Putting It Into Action
- Finding Resources Back at Work

Workshop Materials: Every participant receives a personal copy of the *Emotional Intelligence Appraisal*™ tool, access to electronic movie clips, and a printed workshop manual containing work-sheets, examples and exercises.

One Day Option: This workshop may be offered in a one day format with follow up coaching. Contact us for more information or to discuss your organization's unique needs.

For More Information:
Contact us at **1-800-501-1245** or
info@boldnewdirections.com or visit
www.boldnewdirections.com