

# Developing Emotional Intelligence™

## overview

Getting along at work is not just about what you know but how you come across to others. 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 interactive training, group discussion and reflection over time.



In this program participants will learn how to maximize their skills to stay in charge of emotions, build positive relations, & remain resilient in the face of change. This workshop gives participants a snapshot of their current strengths, using the Emotional Intelligence Appraisal™ tool, as well as an action plan for ongoing development of key areas that impact work relationships.



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## 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

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

## workshop materials

Every participant receives access to the Emotional Intelligence Appraisal™ tool, electronic movie clips, and a copy of the Developing Emotional Intelligence manual.

1-800-501-1245

[info@boldnewdirections.com](mailto:info@boldnewdirections.com)

[www.BoldNewDirections.com](http://www.BoldNewDirections.com)

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## discount options

Ask about our volume discounts for booking multiple workshops for your company, organization or association conference.

## one day option

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

## book your workshop

Contact us today to discuss pricing and scheduling options that suit your organization.



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## day one

- ▶ What is Emotional Intelligence (EQ)
- ▶ Why Emotional Intelligence Matters
- ▶ The Business Case for EQ
- ▶ Understanding the Four EQ Skills
- ▶ Ask the Expert Exercise
- ▶ Understanding Self-Awareness
- ▶ Understanding Self-Management
- ▶ Reframing Your Self-talk
- ▶ How's Your EQ

## day two

- ▶ Understanding Social Awareness
- ▶ Understanding Relationship Management
- ▶ 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

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