

Emotional Intelligence

(4 hours)

Prerequisites: None.

Audience: This class is beneficial to everyone.

Description: Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

Course Objectives: This workshop teaches participants to:

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others

LESSON 1: COURSE OVERVIEW

- You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

LESSON 2: EMOTIONAL INTELLIGENCE DEFINED

- Definitions of emotional intelligence are introduced and then participants will use that information to create their own definition as it applies to their job role.

LESSON 3: EI BLUEPRINT

- Participants cover skills and concepts behind identifying emotions, understanding and managing emotions, and using and communicating emotions.

LESSON 4: THE VALUES OF OPTIMISM AND VALIDATING EMOTIONS IN OTHERS

- This session outlines the basics of optimism and how it differs from pessimism.
- Participants explore and practice two models to validate emotions in others.

LESSON 5: UNDERSTANDING EMOTIONS

- Participants will explore the seven primary human emotions and will practice and exercise that explains to them how many emotions are linked and thus grow from each other.