

EMOTIONAL INTELLIGENCE WORKSHOP

PURPOSE: The purpose of the Emotional Intelligence Workshop (EIW) is to train managers on how to recognize and control their own emotions in everyday work situations, when needed, and to learn how to coach their employees to have higher emotional intelligence in the jobs and roles.

LEARNING OUTCOMES: As a result of attending EIW, participants will be able to:

- Explain the ARC process of individual and group behavior
- Identify the links between emotional intelligence and personal success
- Analyze levels of personal emotional intelligence
- Use the BRAVO process to control emotions
- Choose new, more effective emotional responses

LENGTH: One Day 09:00 – 16:00

IACET CEU: 0.55 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations.

PROGRAM OUTLINE

TIME	TOPIC
9:00	INTRODUCTIONS AND EXPECTATIONS <ul style="list-style-type: none"> • Purpose and objectives • Summary of desired outcomes of participants
9:10	DEFINITION of EMOTIONAL INTELLIGENCE <ul style="list-style-type: none"> • EI - factors • Situations where EI is important • Emotions that come into play - what are my emotions
9:30	WHO I AM <ul style="list-style-type: none"> • Role of assumptions and expectations • Identifying our blind spots
10:30	BREAK
10:45	DISCOVERY EXERCISE <ul style="list-style-type: none"> • Debriefing and discussion
12:00	LUNCH
1:00	EI PROFILE <ul style="list-style-type: none"> • Indicators of EI problems and areas to develop • Ei log - score and discuss
1:30	DISCOVERY EXERCISE <ul style="list-style-type: none"> • Debrief using the 5 factors and • The concept of conscious change
2:30	EI SKILL DEVELOPMENT <ul style="list-style-type: none"> • Arc attacks and how to avoid them
3:00	BREAK
3:15	EI SKILL DEVELOPMENT <ul style="list-style-type: none"> • Staying cool - self control - stress and anger reduction • Acres of listening skills
3:50	SUMMARY of LEARNING
4:00	END