



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.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realise. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence.

This one-day course will teach participants how to:

- Understand what emotional intelligence means
- Recognise 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

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their own personal learning objectives.

History of Emotional Intelligence

This session outlines some of the milestones and important people who have contributed to the world of emotional intelligence.

Emotional Intelligence Defined

In this session, participants will be introduced to a few definitions of emotional intelligence and then participants create their own definition.

EI Blueprint

Next, participants will cover skills and concepts behind identifying emotions, understanding and managing emotions, and using and communicating emotions.

Optimism

This session outlines the basics of optimism and how it differs from pessimism.

Validating Emotions in Others

In this session, participants will be given two models to validate emotions in others.

Understanding Emotions

This session will explore the seven primary human emotions - Sadness, Anger, Fear, Happiness, Surprise, Contempt and Disgust.

Making that Great First Impression

During this session, we will discuss how participants can ensure their first impression is perfect.

Setting Your Personal Vision

Participants will explore their emotions by examining their principles, values, strengths, talents, potential obstacles and relationships.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

