

## Interpersonal Skills.

# Emotional Intelligence.

### Overview.

For years people have taken great strides to increase their IQ - makes sense doesn't it? The more intelligent we are the more we will be able to achieve our personal and work related goals - And yet new research has proven that even people with high IQ's can have some challenges. Have you ever met someone that has all the skills and yet seems to be missing the vital ingredient - the ability to understand the impact they are having on others when they communicate, persuade and/or interact? This module provides each delegate with the opportunity to understand how they can create a positive impact on others by increasing their EQ. Daniel Goleman identified a set of competencies that differentiate individuals with Emotional Intelligence.

### Outline.

- What research tells us about productivity, emotional intelligence, and leadership
- Identifying emotional factors that lead to high performance/low performance, trust/mistrust, and a host of other cultural issues in the workplace
- Understanding the link between your emotions, your behavior and your performance as a leader
- Understanding the four components of emotional intelligence and how each impacts your leadership or management performance
- How and why you should set goals to improve your emotional intelligence and how that will improve your job performance as a leader or manager
- Practical suggestions on how to improve your emotional intelligence in the four components of emotional intelligence

### Objectives.

- Learn the result of research that demonstrates financial and other performance results that can be achieved when high emotional intelligence is applied in the workplace
- Learn about the link between emotions and performance in the people you lead
- Learn about the link between emotions and performance in your performance as a leader or manager
- Learn about the four aspects of emotional intelligence and how each one impacts your performance in a different way
- Determine areas for development in your emotional intelligence and develop an action plan for achieving greater leadership competence

### Duration.

1, 2 and 4 day format.