

## Expanding Your Emotional Intelligence | 3 Days

At the core of the success of every organization, Emotional Intelligence (EQ) is central to a well-functioning team. A strong grasp of this crucial skillset is essential to effective collaboration, productivity, and accomplishment. This course does much more than cover the theory of EQ. Incorporating powerful tools and classroom activities, you will practice and hone your skills and behaviors, mastering the strategies learned to effectively communicate, connect with, and support others through healthy and productive interactions.

### WHO SHOULD ATTEND:

Those desiring to achieve and apply emotional self-awareness and management to enhance their professional careers as well as realize their personal goals.

### JOB ROLES:

Personal Development  
Leader of Teams/Projects  
Leader of Managers/Departments  
Leader of Organizational Strategy

### OBJECTIVES:

- Identify the key competencies of emotional intelligence
- Develop a learning path to enrich your EQ
- Gain better control over your behavior under duress
- Enhance your communication skills and competencies
- Learn to thrive under stress
- Develop gratitude and strength of character
- Build a meaningful life balance and your authentic self

### COURSE OUTLINE:

#### The History of EQ

Defining Emotional Intelligence  
Understanding the 5 Components of Emotional Competence  
Using an Emotional Vocabulary

#### Can You Learn EQ?

Learning to Be Emotionally Competent  
Developing Self-Awareness  
Building Trusting Relationships

#### Enhancing Your Communication with EQ

Creating a Powerful First Impression  
Using Body Language  
Communicating with Flexibility and Authenticity

#### Emotions & Behavior

Expanding Your Emotional Toolbox  
Applying Mindfulness  
Offering Your Attention and Acceptance

#### Emotions Under Stress

Knowing Yourself  
Applying the Right Emotions at the Best Time  
Managing the Modes of Cognition

#### Gratitude & Strength of Character

Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character  
Understanding the Role of EQ at Work  
Disagreeing Constructively, Applying Passion and Fostering Optimism

#### Meaningful Life Balance & Authenticity

Leading by Example  
Giving In Without Giving Up  
Making Authenticity a Part of Your DNA

## We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,  
Personal & Team Assessments, Tools & Templates.

## Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Courses such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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#### Reinforcement Videos

- Emotional Intelligence featuring Stewart Levine
- What Brain Research Says About Leadership featuring David Rock
- Tools for Developing Emotional and Social Intelligence featuring Sheila Madden
- Understanding Emotional Alignment featuring Marcia Reynolds
- Understanding Emotional Intelligence featuring Marcia Reynolds
- Develop Your EQ featuring Glen Senk
- Comfort Zone Is the Enemy of EQ featuring Jen Shirvani
- The Five Attributes of Emotional Intelligence featuring Clarissa Peterson
- The Need for Emotional and Social Intelligence in Global Leaders featuring Sheila Madden
- What is EQ? featuring Jen Shirvani
- Lead with Authenticity featuring Liz Mellon
- How High-Performing Leaders Perform featuring Howard M. Guttman
- How to Inspire Trust featuring Heidi Grant Halvorson
- Relationship Management: Don't Win the Battle to Lose the War featuring Travis Bradberry
- Characteristics of High EQ Leaders featuring Travis Bradberry

#### Book Summaries

- Good Leaders Ask Great Questions by John C. Maxwell
- Working with Emotional Intelligence by Daniel Goleman

#### Blueprints

- Building the Right Management Team by Robert Pallari, Thomas Beeman and Mark Hamdan
- Using Personality Tests to Hire Employees and Reorganize Your HR Structure by Doug Bryant, Kelley Dobbs, Anthony J. Vegliante and Donald M. Davis

#### Leader-Led Activities

- The Value of Emotions Discussion Guide
- Needs for Emotional Intelligence Facilitation Guide
- Relational Competencies Facilitation Guide
- Personal Competencies Application Guide

#### Self-Assessment

- Personal Domain
- Relational Domain

#### Business Impact

- Business Impact: Managing the Stress of Organizational Change

#### Challenge

- Challenge: The Emotionally Intelligent Leader

#### Tools

- Research Highlights
- Value and Challenge of Emotions
- Needs for Emotional Competence
- Management Team
- Development Process
- Personal Development Activities
- Self-talk Obstacles
- Relational Development Activities

#### Test

- Leadership Advantage Test Yourself: The Emotionally Intelligent Leader

#### Core Message

- Leadership Advantage: The Emotionally Intelligent Leader 3.0

#### Case Study

- Events and Emotions
- Personal Emotional Competence
- Relational Emotional Competence

#### Key Concept

- Key Concept: Highlights from Emotional Intelligence Research
- Key Concept: The Value of Emotions
- Key Concept: Emotional Intelligence: Science vs. Skepticism
- Key Concept: Emotions and Business
- Key Concept: Emotional Intelligence and Emotional Competence
- Key Concept: Emotional Competence: The Personal Domain
- Key Concept: The Relational Domain
- Key Concept: The Development Process
- Key Concept: Developing Emotional Competency through Self-awareness and Self-regulation
- Key Concept: Obstacles to Developing Personal Competencies
- Key Concept: Developing Your Relational Competency

#### e-Books

- The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work
- Mastering Mentoring and Coaching with Emotional Intelligence
- Emotional Intelligence Coaching: Improving Performance for Leaders, Coaches and the Individual
- Transparency: How Leaders Create a Culture of Candor

*Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.*