



EMOTIONAL INTELLIGENCE AT THE WORKPLACE

5-Day Training Program

INTRODUCTION

Daniel Goleman, the person who coined the phrase “Emotional Intelligence” (EQ) has shown through his research that EQ is a more significant factor in accounting for executive career success than both intelligence (IQ) and technical skills put together! Without “emotional intelligence”, a person can have the best training in the world, an incisive, analytical mind and an endless supply of smart ideas, but he or she still won't make a great leader.

WORKSHOP OBJECTIVES

Participants on this course will gain insight into the five components of emotional intelligence, and will be given tools to develop these important qualities. The seminar is designed to enhance the confidence and interpersonal effectiveness of all participants. Information gleaned from international studies of competency models will be shared with delegates, who will then be in a position to use this information to further their own careers as well as those in the organizations where they hold responsibility.

PROGRAM

Day One

Career and interpersonal competence

- ✚ The role of IQ and technical skills
- ✚ Threshold capabilities – entry level requirements for executive positions

What is emotional intelligence?

- + What it takes to be a great leader
- + Competency models - which qualities produce outstanding performance?
- + Three categories of competencies
 - o Technical skills
 - o Cognitive abilities
 - o Emotional intelligence

Day Two

- + The five components of emotional intelligence
 - **Personal competence**
 - o Self awareness
 - o Self-regulation
 - o Motivation
 - **Social competence**
 - o Empathy
 - o Social skill

Day Three

How to apply and enhance your EI

- + Understanding the roots of unintelligent behaviour
- + Our thought life
- + Fighting fairly
- + How to criticise constructively
- + Dismantling prejudice
- + Enhancing a group's IQ – “none of us are as smart as all of us”
- + EI and health



Day Four

Emotionally intelligent leaders

- ✚ Collaboration
- ✚ The team advantage – the group mind
- ✚ Networking
- ✚ Relationship managers
- ✚ The team and organizational politics

Day Five

What really counts at work – best practice emotional competence

- ✚ Assessing jobs
- ✚ Assessing individuals
- ✚ Delivering assessment results to individuals
- ✚ Gauging readiness to learn and change
- ✚ Motivating staff
- ✚ Making change self-directed
- ✚ Focussing in clear, manageable goals
- ✚ Preventing relapses
- ✚ Giving performance feedback
- ✚ Encouraging practice
- ✚ Arranging support
- ✚ Providing models
- ✚ Encouraging & reinforcing
- ✚ Evaluating