

# Employee Growth- A 1 Day Course

## Emotional Intelligence

*Emotional Intelligence Skills for Improved Personal and Professional Performance*

### WHO SHOULD ATTEND?

Staff at all levels in the organization that want to improve their emotional intelligence competency so that they can get the very best results from their relationships with others in pursuit of their life and the organization's goals.

### COURSE DESCRIPTION

Emotional intelligence (EI) is the innate potential, skill or self-perceived ability to identify, assess, and control the emotions of oneself, of others, and of groups. It describes abilities distinct from, but complementary to, academic intelligence, the purely cognitive capacities measured by IQ. Researchers and business experts agree that people with high emotional intelligence are consistently the top performers in their organizations. They are more resilient and flexible when things get tough, and are held in the highest regard by their bosses, peers, co-workers, and others. Mastery of emotional intelligence is vital for personal progression, organizational development and driving business growth.

*Emotional Intelligence* is a new and refreshing approach to emotional intelligence that provides the fundamental knowledge required to develop awareness of EI and improved performance in and out of work. The program takes a holistic view of emotional intelligence and introduces the delegate to the knowledge, skills and attitude required to utilize the power and energy of one's emotions to build more productive relationships in any setting at all levels.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

### COURSE OBJECTIVES

By the end of this course delegates will be able to:

- ✓ Determine emotional intelligence
- ✓ Determine the significance of emotional intelligence on relationship with others, overall productivity and the business result
- ✓ Determine how to develop emotional intelligence to handle, regulate and inspire emotion for a positive work environment
- ✓ Develop key emotional intelligence skills
- ✓ Produce drive to self-develop in emotional intelligence
- ✓ Produce positive impact on the overall performance of each delegate and the organization

### COURSE CONTENT

#### Relevance and significance of Emotional Intelligence

- What is Emotional Intelligence (EI)?
- Emotional Intelligence – History
- EI or Emotional Quotient (EQ) versus Intelligence Quotient (IQ)
- EI and its importance in the workplace

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**Goleman's Five Components of EI**

- Daniel Goleman's Emotional Intelligence
- The Emotional Competence Framework (from Goleman's model of EI)

**Exploring Your EI Strengths**

- *Exercise – Self-assessment to identify and record strengths/development needs and an improvement goal that will be used to develop individual action learning project at the end of this course*

**Developing Your EI**

- Steps to Developing Your Own EI
- 10 Habits of EI People
- *Activity – understand and identify how to improve your: adaptability; emotional awareness; communication and trustworthiness*

**Creating a Positive Work Environment Using EI**

- The Six Emotional Leadership Styles
- Impact of Styles on Climate

**Key Learning Review**

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their emotional intelligence competency back at work.

**IN ADVANCE**

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

**ON-TRACK FOR GROWTH**

The individual leaves this program with a **Personal Action Plan** to encourage immediate transfer of training to the job.

**EVALUATION TO ENSURE CONSISTENT QUALITY**

All our courses are evaluated at Kirkpatrick's Reaction and Learning levels as part of our quality control process as follows:

**Level 1- Reaction- Training Course Evaluation Form**

This training course evaluation form is used to maintain and improve the standards of our training courses.

**Level 2- Learning- Pre and Post Training Test**

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question "Did people learn what we wanted them to learn from the training?" This test is run at the beginning and at the end of this training course.

**The Whole Thing** can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

Please contact **The Whole Thing** to explore the many ways that we can help you.

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