



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Emotional Intelligence for Business Professionals

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

It was once believed that intelligence was the metric that would determine a person's success in the workplace. Intelligence matters because it contributes to your ability to do your job. Though, intelligence is not the best indicator of whether you will succeed. Your ability to understand and manage your own emotions, and get along well with others, has at least as much impact on your performance and effectiveness as intelligence. In this course, participants will explore strategies to increase the awareness of one's emotions, develop the ability to manage one's emotions, and improve their social skills.

Target Audience

This course is intended for:

- Business professionals who are seeking to develop or increase their emotional intelligence.

Prerequisites

To attend this course, candidates must have:

- Interest in emotional intelligence.

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Identify the components of emotional intelligence and recognize how emotional intelligence benefits organizations.
- Assess and develop personal emotional intelligence competencies.
- Assess and develop your social-emotional intelligence competencies.
- Practice emotional intelligence in common workplace scenarios.



Course Topics

Module 1: Recognizing the Benefits of Emotional Intelligence

- Define Emotional Intelligence
- Recognize EQ's Impact on Work Experience

Module 2: Increasing Your Personal Emotional Intelligence in the Workplace

- Develop Your Level of Self-Awareness
- Develop Your Self-Regulation Skills
- Develop Your Motivation

Module 3: Increasing Your Social-Emotional Intelligence in the Workplace

- Develop Your Empathy
- Develop Your Social Skills

Module 4: Practicing Emotional Intelligence in the Workplace

- Practice Emotionally Intelligent Leadership
- Build an Emotionally Intelligent Team
- Manage Change
- Manage Conflict
- Coach for Performance

EXERCISES INCLUDED