

## Emotional Intelligence



This blended programme, which includes a two-day workshop, provides participants with insight into emotional intelligence and how to develop the ability to act in an emotionally intelligent way when under stress

### Overview

Emotional Intelligence (EI) is not about being emotional but rather being smart with our emotions. Research based on Goldman's theory of EI indicates that when we find ourselves in difficult circumstances where aggression, discourse, fear, anger and other strong emotions arise, having the ability and resilience to choose emotionally intelligent behaviour can make or break a situation. Research suggests that the most successful leaders are those not necessarily with high levels of IQ, but 'EQ', which is related to EI.

On this programme, participants are given strategies to override unhelpful internal messages of what they 'should' do in any given situation and explore the options for what they 'can' do that would ensure a better outcome. They are shown how different aspects (scales) of EI interact to generate different scenario outcomes. Throughout, participants are given the opportunity to discuss and practise new skills with the support of a skilled trainer.

### Aims

The aims of this programme are to provide participants with:

- The components of emotional intelligence
- The benefits of developing emotional intelligence
- Their own levels of emotional intelligence and how these might be improved.

## Learning Objectives

By the end of the programme, you will be able to:

- Describe how emotional intelligence impacts working relationships and the success of individuals
- Outline the differences between Intrapersonal and Interpersonal Intelligence
- Identify the difference between being emotional and being smart with emotions
- Describe how self-regard and regard for others can interact to affect relationships
- Explain how the Johari Window relates to understanding self-awareness
- Explore your own level of EI in relation to your own life
- Describe active listening techniques
- Describe how the 'locus of control' affects behaviour choices
- Describe how the use of transactional analysis can increase self and other awareness
- Explore your potential for becoming more emotionally intelligent.

## Pre-Workshop Content

The self-study focuses on EI theory, the impact of EI in the workplace and the benefits of developing EI. You will find some examples of different scenarios and asked to consider the issues that are described; this will give you a taster of what the workshop will be like and encourage some critical thinking around your own level of EI. The self-study also explores the theory of Transactional Analysis and its approach in relation to EI.

At the end of the self-study, you will be able to:

- Describe what Emotional Intelligence is
- Explain the usefulness of developing EI
- Describe the 'building blocks' that make up EI
- Describe Transactional Analysis in brief detail and its main uses
- List the areas of your own EI you would most like to work throughout the workshop
- Attend the workshop with a basic understanding of what will be covered.

## Workshop Content

- Building blocks of EI
- Self-regard and regard for others
- Self-awareness
- Other awareness
- Social skills management
- Personal power
- Giving and receiving feedback
- The emotionally intelligent leader

Product Code: EI

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