

Developing Emotional Intelligence

Duration: 2 days

Introduction:

A manager's emotional style and emotional self-management is critical to shaping a company's culture. Emotional intelligence is about managing feelings so they are expressed appropriately and therefore enabling people to work together and towards common goals in a constructive and transparent environment. When the executive values feelings, so will the employees. Research confirms that emotions are contagious. So, if the manager feels optimistic, confident, creative, flexible, tolerant, respectful, and compassionate, the employee will mirror these feelings. Research also indicates that the direction of emotional flow is from top down, as we might expect, since anyone in power has, by default, more influence.

The good news is that unlike intellect which changes little after our teenage years, emotional intelligence is not genetic but learned and it continues to develop as we mature

Course Aim:

- ✿ To develop skills required to fully engage people
- ✿ To enable managers to recognise the relationship between emotional intelligence and enhanced job performance.
- ✿ To identify personal competencies required for self management, social competencies required for relationship management and begin to develop these essential competencies

Diagnostics:

EQ Map® is an internationally acclaimed measure of emotional intelligence for leadership and business. EQ Map is an extensively researched, norm-tested, and statistically reliable instrument used to measure emotional intelligence in an adult workplace population. Unlike a test, EQ Map is a multidimensional assessment that helps you discover the many facets that make up your personal emotional intelligence and its relationship to your performance, creativity and success. It is self-administered, confidential, and easy-to-use and understand

Who Should Attend?

Individuals who wish to optimize their leadership and develop tools and techniques that will distinguish their leadership effectiveness and unlock their full capacity to engage, influence, and inspire people and performance

Course Objectives:

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

- ✿ Read emotional cues and recognise their impact on performance
- ✿ Recognise and utilise emotional states to change intentions and behaviour
- ✿ Develop emotional awareness in others through mirroring feelings, concerns and needs of others

- ❖ Demonstrate the main competency elements within the emotional intelligence competency model
- ❖ Assess their EQ and the impact of EQ blind spots
- ❖ Convert negative emotions in to positive outcomes. Reducing stress levels and enabling individuals to manage their own feelings and emotions positively
- ❖ Provide emotionally intelligent feedback and bring out the best in others
- ❖ Explore Self-awareness – recognising habitual responses and selecting behaviours that return the desired response

Course Content

Day One Introduction to Emotional Intelligence

- ❖ The Business Case for Emotionally intelligent competencies
- ❖ Identify when your emotions influence your performance
- ❖ The competency sets - how would I recognise these behaviours?
- ❖ Identifying and understanding the inter-relationships between emotions, thoughts and behaviour.
- ❖ Emotional resilience - identify triggers to negative emotions and how to develop positive alternative responses to change state
- ❖ Cause and effect relationships, how thoughts can affect emotions and how emotions can affect thoughts, and how your emotions can lead to specific behaviour in yourself and others
- ❖ Self talk cycle and how to shift it from negative to positive
- ❖ Making a choice - states, filters their impact on behaviour

Day Two Enhancing and Improving Emotional Intelligence

- ❖ Assessing your EQ - Self Assessment
- ❖ Focused feedback techniques
- ❖ Avoiding conflict with EI
- ❖ Isolating difficult behaviours
- ❖ Recognising and acknowledging others emotions.
- ❖ Perceptions and their impact on emotional reactions to events
- ❖ Incorporating EQ into analysis, reasoning, problem solving and decision making