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# *Emotional Intelligence*

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Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation.

## **Modules**

- What is Emotional Intelligence?
  - Self-Management, Awareness, Regulation and Motivation
  - Empathy
- Skills in Emotional Intelligence
  - Manage Emotions
- Verbal Communication Skills
  - Communicating with Flexibility and Authenticity
- Non-Verbal Communication Skills
  - Body Language
- Social Management and Responsibility
  - Benefits of Emotional Intelligence
- Tools to Regulate Your Emotions
  - Seeing the Other Side
  - Giving in Without Giving Up
- Gaining Control
  - Bringing it All Together
- Business Practices (I)
  - Role of Emotional Intelligence at Work
  - Disagreeing Constructively
- Business Practices (II)
  - Optimism
  - Pessimism
- Making an Impact
  - Creating a Powerful First Impression
  - Assessing a Situation
  - Being Zealous without Being Offensive



## ***2 Day Workshop***

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### Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

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### Wrapping up

- Activities
  - Words from the Wise
  - Review of Parking Lot
  - Lessons Learned
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