

Emotional Intelligence

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

Getting Started

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

Wrapping up

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