



Emotional Intelligence

Overview

Elevate's Emotional Intelligence training will teach you how to grow your personal emotional intelligence and change your behavior towards others in a way that helps you understand others and improve your communication channels.

Learning Objectives

- Discuss the background of emotional intelligence (EI)
- Define EI
- Identify the five (5) competencies of EI
- Assess personal emotional reactions and responses to various situations
- Increase ability to effectively use the power of emotions

Course Agenda

Module 1: What is EI

- Critical Emotional Competencies
- Measure Your EI
 - Self-awareness & self-control
 - Set the tone

Module 2: Physical & Psychological Reactions to Emotions

- Understanding Emotions
 - How do emotions physically manifest
 - How does the emotion influence other feelings
 - How does emotion change behavior?
 - What are the causes of these emotions?
 - How can you harness the emotions?
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Module 3: Managing Emotions

- Understand the role of emotions in your life
- Control irrational thoughts

- Identify emotional triggers
- Control your emotions in the moment
- Prepare for tough and emotional situations

Module 4: Build Strong Relationships

- EI can help with relationship challenges
- Subtopic

Module 5: Using Empathy

- What is empathy
- Develop empathy skills

Module 6: Listening Skills

- Foster understanding and respect

Module 7: Use EI to Create Powerful & Positive Work Environment

- Self-awareness
- Self-management
- Social awareness
- Relationship management

Module 8: Develop Influence Skills

- Help your employees Develop their EI
 - Educate
 - Measure
 - Reward

Module 9: EI- #1 Driver of your Success

- 7 reasons why EI is becoming important