



270-P25-CE



In-Class



8 hours

### Course Description:

This course is designed to help participant improve their emotional intelligence skills, enabling them to use emotional information from themselves and others and integrate this with their thinking for better decision making, helping them to get more easily what they want from the immediate situation and life in general.

### Target Audience:

For anyone who wishes to improve their emotional intelligence skills.

### Course Objectives:

- Explain the meaning of Emotional Intelligence
- Discuss the importance of self-awareness.
- Explain Self-Management techniques.
- Discuss the channels that are responsible for self-motivation.
- Explain the meaning of empathy.
- Explain how to manage relationships with others as an emotionally intelligent.

### Course Outline:

#### Module One: An Emotional Intelligence Primer

- What is emotional intelligence?
- Daniel Goleman's Emotional Intelligence Framework

#### Module Two: Self-Awareness

- Knowing yourself
- Feelings, Moods, and Emotions
- The Language of Emotions

#### Module Three Self-Management

- Creating positive brain connections
- Lessons from the Wizard of Oz
- Self-Management techniques

#### Module Four: Self-Motivation

- What motivates us?
- Setting goals and having a plan as a motivator
- Getting in "The Flow"

#### Module Five: Empathy

- What is Empathy?
- Empathy Vs Sympathy
- Active empathetic listening

#### Module Six: Relationship Management

- Explain Getting the change you want.
- The building blocks for managing relationships.
- Ten Habits of Emotionally Intelligent People

### Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

### Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

### Course Language:

English

### Prerequisites:

None