



271-P25-VE



Virtual



7 hours

Course Description:

This course is designed to help participants 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:

This is 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

Session One: Introduction to Emotional Intelligence

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

Module Two: Self-Awareness

Session One: What is Self-awareness

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

Module Three Self-Management

Session One: Techniques of Self-Management

- Creating positive brain connections
- Lessons from the Wizard of Oz

- Self-Management techniques
- Assignment

Module Four: Self-Motivation

Session One: Setting Goals and Defining What Motivators are

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

Module Five: Empathy

Session One: How to be Empathetic?

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

Module Six: Relationship Management

Session One: How to Manage Relations with Others

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

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % cut-off score of total grades, which is "100".

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None.