



1 COURSE OUTLINE

Course: Emotional Intelligence Training for Business Professionals

Contact Hours: 12

Pre-requisite: None

1.1 Abstract

1. Read emotions, and understand your own level of emotional intelligence
2. Understand social awareness and empathy and how to be more empathic and socially aware
3. Use the Johari window to understand what you reveal to others about yourself and what others reveal to you
4. Understand resilience and how to build it
5. Understand how different cultures respond to and display emotions
6. Know how to have emotionally intelligent conversations, know how to influence others positively
7. Understand manipulation and emotional dishonesty and how to avoid it
8. Understand how to lead with emotional intelligence

Emotional intelligence refers to the ability to identify and manage one's own emotions, as well as the emotions of others.

Emotional intelligence is generally said to include at least three skills: emotional awareness, or the ability to identify and name one's own emotions; the ability to harness those emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

1.2 Target Audience

This course is useful for anyone who leads or works with other people and is interested in communicating more effectively, succeeding at work and achieving career and personal goals in a shorter amount of time.



1.3 Topics Covered

Session 1: Understanding Self: Emotional Intelligence Components

Identify and discuss the Key Components of Emotional Intelligence (EI) include Self-Awareness, Self-Management, Social Awareness, Relationship Management, Empathy and Self-Motivation.

Session 2: Is Emotional Quotient - EQ - A Passing Fad?

- Understand the role of the Limbic System and how it contributes to Emotions
- Explore valid Models of Emotional Intelligence - Use the Johari Window to evaluate self
- Practice Self-Control and build Resilience and Emotional Agility

Session 3: Understand the Emotions of Others

- Develop Interpersonal skills
- Explore the link between Emotions and Culture
- Discuss emotions at work
- Positively influence others
- Manage difficult conversations
- Deal with change
- Navigate toxic workplaces using Emotional Intelligence

Session 4: The Dark side – When EI fails

- Treat with Manipulation
- Practice Emotional Honesty
- Understand the critical link between Leadership and Emotional Intelligence
- Cultivate Emotional Intelligence in organisations

Team members will engage in reflective exercises and produce an action plan to employ their Emotional Intelligence Approaches going forward.

Resources, Learning Methodology and Materials to be used during the sessions include PowerPoint presentations, Videos, Case Studies, Breakout Sessions, Discussions, Diagnostic exercises.