

## Course Outline

**Course Name: Cultivating Your Emotional Intelligence: A Practical Guide to Personal and Professional Growth.**

**Contact Hours: 12**

**Pre-requisites: None**

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### Introduction

Emotional intelligence (EI) entails the adeptness to identify and regulate our emotions, behaviours, and impulses, while also leveraging this insight in our interactions with the world. It fosters self-awareness, intrinsic drive, and a broad-minded approach to understanding diverse viewpoints. By fostering effective and genuine communication, EI leads to constructive relationships in both personal and organizational settings.

EI is a trainable skill that enhances personal and professional accomplishments. The "**Cultivating Your Emotional Intelligence: A Practical Guide to Personal and Professional Growth**" course equips participants with the means to manage emotions, navigate complexities, and engage in empathetic communication.

Once deemed optional, Emotional Intelligence has evolved into a critical competency and indispensable life skill for contemporary living and professional endeavours.

### Course Objectives

In this online series of six, two-hour sessions each, participants will learn how to:

1. Define Emotional Intelligence and understand its significance.
2. Identify the components that comprise Emotional Intelligence.
3. Discover techniques for mastering emotional regulation.
4. Effectively manage conflicts and nurture interpersonal relationships.
5. Harness Emotional Intelligence to foster resilience and surmount challenges.
6. Identify strategies for implementing emotional intelligence within professional settings.

### Learning Outcomes

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### ***Session 1: Define Emotional Intelligence and understand its significance***

On a daily basis, we encounter circumstances that trigger emotional reactions. Emotional intelligence (EI) adds cognitive insight to these emotional responses. It encompasses the abilities to identify, comprehend, and regulate our own emotions, as well as to recognize, understand, and influence the emotions of others. This involves acknowledging the emotions underlying particular behaviours. Cultivating emotional intelligence holds particular significance in professional environments, fostering adept and empathetic communication skills.

### ***Session 2: Emotional Intelligence Components***

As psychologist Daniel Goleman suggests, Emotional Intelligence is comprised of five vital elements that empower individuals to navigate intricate emotional scenarios, leading to effective conflict resolution. These key components - Self-Awareness, Self-Management, Social Skills, Empathy, and Self-Motivation are pivotal for fostering a harmonious and emotionally intelligent workplace. By grasping the significance of each component and their implications, individuals can enhance their understanding, make informed decisions, and actively foster an environment conducive to emotional intelligence.

### ***Session 3: Techniques for Mastering Emotional Regulation***

Mastering Emotional Intelligence hinges on controlling one's emotions. Emotions play a significant role in everyone's lives, and the skill of managing challenging emotions is crucial. Thankfully, numerous tools exist to aid in gaining control over emotions and reshaping how we perceive emotional circumstances. The journey towards emotional control commences with acknowledging our feelings and progresses with the development of strategies aimed at achieving desired results. By controlling emotional responses, individuals can effectively navigate situations with positivity, adaptability, and social acceptance.

### ***Session 4: Manage Conflicts and Nurture Interpersonal Relationships***

Effective social connections are paramount in the business world. The capacity to communicate effectively with both colleagues and clients is a cornerstone of Emotional Intelligence, vital for career advancement and business prosperity. Strong communication and interpersonal skills foster trust and cohesion within teams, leading to a more productive workplace. Through assessing and enhancing our relationship management abilities, we can cultivate stronger connections that contribute to greater success and satisfaction in our work.

### ***Session 5: Foster Resilience and Surmount Challenges***

Conflict is a natural part of any workplace. Various situations, such as personal disagreements, external pressures, and workload challenges, often lead to emotional strain. When emotions run high, rationality can take a back seat. Coping with conflict and managing these emotional pressures can be challenging but achievable. Effectively addressing and overcoming workplace hurdles begins with acknowledging and managing one's emotions. Understanding our emotional responses to difficulties or setbacks can facilitate the transformation of negative situations into positive outcomes.

### ***Session 6: Implement Emotional Intelligence within professional settings***

Incorporating Emotional Intelligence into business operations enhances team cohesion. Emotions are infectious, shaping the workplace atmosphere based on how individuals express themselves. Thoughtful management and expression of emotions are crucial for fostering a conducive work environment. Emotional Intelligence not only positively impacts colleagues but also elevates the quality of work itself. Its benefits extend across various business practices, making it a valuable asset.

**Resources, Learning Methodology and Materials** to be used during the sessions include:

- PowerPoint presentations
- Videos
- Diagnostic exercises
- Mini Case Studies
- Breakout Sessions
- Discussions
- Team members will engage in reflective questions, exercises and produce an action plan for their Emotional Intelligence Strategies going forward.