

Emotional Intelligence

Duration: 8 Hours

For
Management
and
Staff

Course Description:

Research has shown that Emotional Intelligence (EI) contributes more to a person's success in life than raw intelligence (IQ). Leaders and employees with a high EI are the ones who make the best decisions, manage people more effectively and contribute most to the overall success of the organization. Emphasis is placed on the development of specific skills that strengthen EI.

This course is based upon active learning, with rich, interactive exercises and applied experiences.

Learning Objectives:

At the end of this course, participants will be able to:

- Define emotional intelligence (EI)
- Recognize the role of EI in the workplace
- Describe an EI model
- Build an intuitive muscle
- Better manage emotions
- Improve social awareness
- Practice and enhance social and empathy skills
- Listen and respond with empathy

Outcome:

Improved and enhanced Emotional Intelligence resulting in increased customer satisfaction, relationships, retention, and improved internal employee interactions.