



Emotional Intelligence for Business Professionals

Course Length: 1-day (8:30am – 4:00pm)

Course Cost: \$350.00 plus GST

About This Course

Individuals taking this course are business professionals seeking to develop or increase their emotional intelligence.

It was once believed that intelligence was the metric that would determine a person's success in the workplace. Intelligence matters because it contributes to your ability to do your job. But intelligence is not the best indicator of whether or not you'll succeed. Your ability to understand and manage your own emotions, and get along well with others, has at least as much impact on your performance and effectiveness as intelligence. In this course, you'll explore strategies to increase your awareness of your emotions, develop your ability to manage your emotions, and improve your social skills.

Course Objectives

In this course, you will explore the concept of emotional intelligence.

You will:

- Identify the components of emotional intelligence and recognize how emotional intelligence benefits organizations
- Assess and develop your personal emotional intelligence competencies
- Assess and develop your social emotional intelligence competencies
- Practice emotional intelligence in common workplace scenarios

Course Content:

Lesson 1: Recognizing the Benefits of Emotional Intelligence

Topic A: Define Emotional Intelligence

Topic B: Recognize EQ's Impact on Work Experience

Lesson 2: Increasing Your Personal Emotional Intelligence in the Workplace

Topic A: Develop Your Level of Self-Awareness

Topic B: Develop Your Self-Regulation Skills

Topic C: Develop Your Motivation

Lesson 3: Increasing Your Social Emotional Intelligence in the Workplace

Topic A: Develop Your Empathy

Topic B: Develop Your Social Skills

Lesson 4: Practicing Emotional Intelligence in the Workplace

Topic A: Practice Emotionally Intelligent Leadership

Topic B: Build an Emotionally Intelligent Team

Topic C: Manage Change

Topic D: Manage Conflict

Topic E: Coach for Performance