

Emotional Intelligence

Strategies for Personal, Professional & Social Competence

Program Description

Success in the corporate world has traditionally been attributed to rational thinking and analytical skills (IQ). Research studies over the last three decades have concluded that Emotional Intelligence (EI) is THE most important business skill today.

In the new millennium, our ability to lead and motivate will be determined by our mastery of the skills of self awareness, managing emotions, empathy and interpersonal effectiveness. While IQ appears to be determined early in life and by our genes, evidence shows that EI can be learned and increased at any time.

This seminar is based on the idea that paying attention to your own emotions and those of others can significantly improve your personal and professional effectiveness. Marketing, mentoring, client relations, office morale, and productivity are all influenced by the emotional intelligence of the people within a professional services firm. Thus, becoming emotionally intelligent is not just a "feel good" strategy; it happens to be a "good business" strategy.

Learning Objectives

- Describe the Importance of Emotions and Emotional Intelligence to Effective Leadership
- Diagnose the Negative Consequences of Unmanaged Emotions and Low Emotional Intelligence in Leaders, Individual Contributors, Teams, and Organizations
- Increase Your Level of Emotional Intelligence in Five Areas
- Apply the Principles of Emotional Intelligence to Key Leadership Activities
- Increase the Emotional Intelligence of Your Peers, Direct Reports, Upper Managers, Teams, and Entire Organization

Results

By the end of the program, participants will be able to:

- Understand the nature of emotional intelligence (EI).
- Take an EQ assessment and understand its results
- List and define the EI quadrant and competencies underlying EI.
- Identify their personal strengths and blind spots through accurate self-assessments.
- Develop strategies for emotional self-control, empathy, coaching and influencing others
- Examine and use appropriate EI competencies for leading others and initiating change.

Who Should Attend

Individuals who need to improve their effectiveness at both the personal and professional levels.

Managers and Leaders who want to work more effectively and create an emotionally healthy, productive workplace and organisational culture.

This seminar covers the following topics:

- What is emotional intelligence?
- Why should professionals want to improve their emotional intelligence?
- Develop a full understanding of the role and effects of human emotions on your functioning.
- True emotional intelligence is more than grasping the concepts intellectually; it is putting them into practice.
- How to measure your true emotional intelligence.
- Techniques for using emotional intelligence to improve your interpersonal skills (building relationships).
- Leading Yourself in an Emotionally Intelligent Way.
- Leading Others in an Emotionally Intelligent Way.
- Describe the Importance of Emotional Intelligence to Team Effectiveness.
- Apply the Principles and Practices of Emotional Intelligence to Key Leadership Situations and Activities.

Course Outline

◆ Emotional Intelligence

- The link to motivation and leadership

◆ Emotional Intelligence (EI)

- Multiple Intelligencies (Dr Howard Gardner)
- Definition, Theories and Models
- Emotional Quotient (EQ) Vs Intelligence Quotient (IQ)
- The Business Case for Emotional Intelligence: Research Findings
- Framework of EI Competencies and Definitions
- Complete an EQ Assessment

◆ Developing the Intrapersonal Competencies of Emotional Intelligence

- Self-awareness: A Personal Assessment Tool
- Self-management: Self-control, Transparency, Adaptability and Initiative

◆ Developing the Interpersonal Competencies of Emotional Intelligence

- Understanding Others: Listening in Rapport, reading body language
- The Significance of Empathy
- Developing Others: Coaching, Mentoring, Giving & Receiving Feedback
- Conflict Management: Negotiating & Resolving Disagreements
- Teamwork & Collaboration: Creating Synergy in Teams

◆ **Leadership and Emotional Intelligence**

- Leadership Competencies, Leadership Styles, and Their Impact on Corporate Climate
- The EI Leader as Change Catalyst
- Apply the Principles and Practices of Emotional Intelligence to Key Leadership Situations and Activities
- Creating an Inspiring Vision
- Making and Announcing Tough Decisions
- Delegating Difficult or Unpleasant Tasks and Responsibilities
- Influencing and Inspiring People Who Are Fearful, Reluctant or Resistant
- Confronting Difficult Behavior and Poor Performance Tactfully

◆ **Building an Emotionally Intelligent Team**

- Describe the Importance of Emotional Intelligence to Team Effectiveness
- Increase Your Level of Social Awareness (Empathy) and Your Skills in Managing the Emotional States of Others
- Apply the Principles and Practices of Emotional Intelligence to Building an Emotionally Intelligent Team
- Diagnose the Negative Consequences of Unmanaged Emotions and Low Emotional Intelligence to Teams
- Apply the Principles and Practices of Emotional Intelligence to Key Leadership Situations and Activities
- Building Trusting Relationships
- Creating a Culture That Encourages Openness and Authenticity
- Building Unified Teams out of Fragmented, Dysfunctional Groups
- Promoting Consensus and Collaboration out of Divisive Conflict
- Increase the Emotional Intelligence of Your Peers, Direct Reports, Upper Managers, Teams, and Entire Organization

◆ **Team Exercise and Syndicate Works.**

◆ **Evaluation and Closing.**

For any further information please contact us at:

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