

## **EMOTIONAL INTELLIGENCE - 0.6 CEU**

### **WORKSHOP OVERVIEW:**

Emotional intelligence (EI) is a person's ability to recognize and understand emotions. It is a person's skill at using this awareness to manage himself or herself and relationships with others. The skills most often included by EI advocates in developing emotional intelligence are self-awareness, self-management, social awareness, and relationship management. Research and anecdotal evidence gathered by EI proponents support two important points: the "whole" person is comprised of IQ, EQ and personality, and of these qualities, emotional intelligence is the only one a person can change to actively contribute to effectiveness and efficiency.

### **WHO SHOULD ATTEND:**

Managers, supervisors and senior level professional/technical personnel.

### **Objectives:**

Participants will:

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1. Define and describe Emotional Intelligence (EI) and the relevant skills and competencies.
  2. Evaluate their EI and identify strength and improvement areas.
  3. Identify the role of EI in the workplace.
  4. Describe how they think others might see their actions.
  5. Identify tips that will enhance their EI.
  6. Apply EI principles in several exercises and scenarios.

### **OUTLINE:**

- Identifying and Defining Emotional Intelligence.
- Self-Awareness/Self-Management and Social Awareness/Relationship Management.
- Victim Mentality.
- Emotional Intelligence in the Workplace.
- Tips for Enhancing Emotional Intelligence
- Personal Styles and Influencing Others.

### **LEF COMPETENCIES:**

Interpersonal Skills; Self-Direction; Leadership; Flexibility; Decisiveness; Oral Communication; Problem Solving; Leadership; All the First-Level Competencies; Management Controls/Integrity; External Awareness

**M152**