

# Discovering Emotional Intelligence

## At-A-Glance

Emotional Intelligence matters. Emotions are intertwined with everything we think, do and say each day. This ¾ day learning program, “**Discovering Emotional Intelligence**” is designed to support the research that those who develop high Emotional Intelligence (EQ) handle stress effectively, respond flexibly to change, and make better decisions

<b>Outcomes</b>	<ul style="list-style-type: none"><li>• Define what EQ is and the business impact it has</li><li>• Explore EQ components in action: Self Awareness, Self Management, Social Awareness, Relationship Management</li><li>• Discuss real world examples and experience—what works, what doesn’t and what to do next time</li><li>• Develop strategies to increase effectiveness in each EQ component</li><li>• Understand the psychology and physiology of losing your cool</li><li>• Complete an EQ assessment, analyze the feedback, and develop actions needed to start, stop, or continue EQ behaviors</li><li>• Apply questioning and listening skills as a way to lower emotional intensity</li></ul>
<b>Target Audience</b>	Anyone who needs to demonstrate or develop high levels of EQ



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