

## Emotional intelligence

45-minute webinar

**Rational, problem-solving intelligence is not enough!** You need EQ – the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and actions. Surprisingly, perhaps, this realisation has been one of the most important business developments in recent times.

This session will help you explore what it means for you and understand how to use it to make life easier, less stressful, more successful.

### Learning objectives

- Identify your own emotional intelligence ‘blind spots’
- Learn how to use emotional intelligence to bring out the best in others
- Be able to cope with disappointments, challenges and obstacles more effectively
- Know how to demonstrate empathy in a wide range of situations
- Discover how to ‘read’ the ‘silent messages’ other people send out
- Explore techniques for using emotional intelligence during difficult conversations

### Format

Designed as a highly interactive 45-minute webinar for groups of 6 to 8, or 60 minutes for groups of up to 12, or 90 minutes for groups of up to 20.

### Webinar overview

#### 1 Welcome, agenda, overview

- Objectives and agenda
- Where do emotions come from?
- The EQ model

#### 2 The EQ model

- Self-awareness
- Self-regulation
- Awareness of others
- Relationship management

#### 3 Handling difficult situations

- Staying controlled and unflappable in time of stress and tension
- How to resolve disagreement and conflict easily and effectively
- Thinking clearly and staying focused when under pressure
- Dealing with strong emotions such as anger and frustration

#### 4 Action plan and next steps

- Summary of key learning points
- Reflection on next steps
- Planning for implementation of learning in the workplace

#### 5 Close