

Emotional intelligence

90-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 participants explore what it means for them 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 and what they’re really saying
- Explore techniques for using emotional intelligence during difficult conversations

Webinar overview

9.00 Welcome, agenda, overview

The origins of emotional intelligence and some of the thinking underpinning its importance. The value of developing your emotional intelligence from a personal and professional perspective. Welcome, agenda and personal objectives using ‘chat’.

9.10 The EQ model

Introduction to the factors that make up emotional intelligence: awareness and regulation of self and others. Getting to know the four-quadrant EQ model: self-awareness, self-management, social awareness and relationship management. Practical session covering each of the quadrants in turn:

- **Self-awareness** – How seeking honest, constructive feedback from others can give us a more accurate perspective on how we come across. Tools for increasing self-awareness and reducing ‘blind spots’.
- **Self-management** – Learning to take control of your emotions, instead of being a victim of them. How to choose your response to people and situations rather than reacting automatically. Developing behavioural flexibility. Coping with disappointments and setbacks. Facilitator shares techniques for participants to practise live on the session. Feedback in ‘chat’.
- **Social-awareness** – Recognising and understanding other people’s emotions. Developing sensory acuity – the ability to read non-verbal cues such as body language and voice tone. Keeping your attention ‘out there’ rather than being in your own thoughts. Images to practise the skill with discussion and feedback from the group using microphone.
- **Relationship-management** – The importance of interpersonal skills. How to connect with people and build rapport with them, verbally and non-verbally. Demo exercise using either video or microphone with volunteers. Demonstrating empathy.

10.10 Managing 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. Group discussion.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close