

EMOTIONAL INTELLIGENCE

IQ may get you hired, but it's EQ that gets you promoted



OVERVIEW

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 – as well.

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 your life easier, less stressful, more successful.

WHAT'S IN IT FOR YOU?

- Get to grips with the different elements of emotional intelligence and appreciate their importance
- 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 know what they're really saying
- Find out how to give emotionally intelligent feedback that people can take on more easily
- Explore techniques for using emotional intelligence during difficult conversations

WORKSHOP OUTLINE

(Full-day version, 9.30 – 5.00)

1 Why emotional intelligence (EQ) matters

- The origins of EQ and the thinking behind it
- The business case for EQ – making the difference between good and great
- The relationship between EQ and IQ
- The value of developing your emotional intelligence from a personal and professional perspective
- Welcome, agenda and personal objectives
- Test your own EQ – a simple tool to establish your personal strengths and development areas

2 Test your own EQ

- A simple tool to establish your personal strengths and development areas

3 Where do emotions come from?

- The physiology of emotion
- The value of thinking of emotions as ‘messages’ – and responding to them appropriately

4 The EQ model

- Introduction to the factors that make up Emotional Intelligence
- Getting to know the four-quadrant EQ model: self-awareness, self-management, social awareness and relationship management

5 Exploring self-awareness

- Self-awareness as the door to self-control
- How seeking honest, constructive feedback from others can give us a more accurate perspective on how we come across
- Tools to monitor your own emotions in a variety of different situations to increase your self-awareness

6 Managing your emotions

- Learning to take control of your emotions – instead of being a victim of them
- Developing behavioural flexibility
- The mind/body connection
- Manage impulsive feelings – and harness the power of positive emotions

- The power of visualisation
- Managing motivation
- Practical activities to help you notice and manage your emotions in the moment

7 Developing social awareness

- Recognising and understanding other people's emotions
- Showing sensitivity and understanding the needs and feelings of other people
- Developing awareness that others from different countries and cultures may have diverse perspectives and opinions. Being prepared to challenge bias, intolerance, prejudice and stereotyping.
- Learning to read a group's emotional currents and power relationships. Understanding the forces that shape the views and actions of clients, colleagues and competitors.

8 Enhancing relationships

- The importance of interpersonal skills – how to connect with people and build rapport with them
- Trust, reliability and empathy
- Active, reflective listening
- Using emotions to influence and inspire others

9 Dealing with difficult people and difficult situations

- Staying controlled and unflappable in time of stress and tension
- How to resolve disagreement and conflict easily and effectively
- Dealing with strong emotions such as anger and frustration

10 Using EQ at work

- Practical techniques and strategies for using EQ effectively in a range of situations, including meetings, negotiations, appraisals and presentations
- Sending Emotionally Intelligent emails

11 Actions and next steps

- Review
- Personal action planning
- Next steps