

Emotional Intelligence

A half-day workshop – in-person or virtual

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.

This half-day, participative workshop will help you explore what emotional intelligence (EI) means for you through a variety of exercises and peer discussion. It will help you understand how to use EI to make interactions with colleagues or customers (and with others in your life in general) easier, less stressful, more successful.

Learning objectives

By the end of the workshop, you will be able to:

- Identify what EI is and your own emotional intelligence 'blind spots'
- Learn how to use emotional intelligence to bring out the best in yourself and your customers or team
- Understand the different aspects of EI and how to develop them
- Know how to demonstrate empathy in a range of situations
- Discover the keys to successful relationship management through recognising the signs and messages others send out
- Have a personal action plan to take away and use at work

Audience

This session is appropriate to managers at all levels across the public sector.

Format

A practical half-day workshop for a group of up to 12 people. Can be held in-person or virtually on Teams, as you prefer.

The expert trainer

[Amanda Dudman](#) is an extremely popular trainer, facilitator, coach/mentor and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Pre-work

Watch a 3-minute film from Brené Brown.

Session overview

1 Welcome, overview, takeaways

- Today's learning objectives
- Understanding emotional intelligence (EI)
- Where do emotions come from?
- Presenting the EQ model

2 The EQ model – exploring and understanding self-awareness and self-regulation

- Self-awareness
 - Recognising your emotional triggers
 - How do people see you?
- Self-regulation
 - A self-coaching technique
 - Self-motivation

3 The EQ model – exploring and understanding awareness of others and building empathetic relationships

- Awareness of others
 - Recognising emotional reactions in others
 - Showing empathy
- Relationship management
 - Help others deal with their own emotions
 - Build trust

4 Action plan and next steps

- Reflection and review
- Planning for using your learning in the workplace