

Improving Emotional Intelligence (EI) to navigate workplace relationships

A 90-minute virtual workshop

EI is 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 bite-sized virtual session aims to help you explore what this means for you and understand how to use EI to develop effective relationships at work. It will help you improve how you communicate and build relationships with empathy and understanding and strengthen your capabilities to make EI an everyday habit.

Learning objectives

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

- Assess your own emotional intelligence awareness
- Learn how to use emotional intelligence to bring out the best in conversations and day-to-day relationships
- Know how to demonstrate empathy and understanding and recognise their importance in navigating workplace relationships effectively

Audience

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

Format

A practical 90-minute virtual workshop for a group of up to 12 people.

The expert trainer

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

Session overview

1 Welcome, programme and an EI overview

- Today's learning objectives
- Where do emotions come from?
- What is EI?

2 The EQ model

- Self-awareness
 - Recognising your emotional triggers
 - How do people experience you?
- Self-regulation
 - Self-coaching
- Awareness of others
 - Recognising emotional reactions in others
 - Showing empathy and understanding
- Relationship management
 - Help others deal with their own emotions and distinguishing them from your own
 - Build trust

3 Action plan

- Summary of key learning points
- Sharing a personal action or idea