

# Emotional Intelligence – 2 Days Workshop

**Participants: Managers** – Project / Team Leads – Supervisors – Quality – Process Leads & All Employees across the Board

**Workshop Methodology:** Interactive & Participatory Case Based Reasoning & Facilitation. **Workshop Content Coverage** – Outline of

Topics [1to 2 Days]: [Schedule: 9:15-10:45AM / 11-1PM / 1:45-3:15PM / 3:30-5:30PM] ~1to 2 Hours per Topic



## SIEGER TRAINING CONSULTANTS (P) LIMITED

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## Methodology:

- Real-World Experience Simulation between Facilitator & Participants
- Participants will be led in a Directed Learning Mode, not Just with Facilitator's one-sided Lectures
- Combination of Presentations and Examples from Facilitator and Interactive / Hands-On Participants' Exercises with Individual / Group Report-Outs
- Experiential workshop environment where participants will be educated to take risks and make adjustments based on their results from Role-Plays before approaching large real-time projects

## Workshop Outline:

Emotional Intelligence is the emotional, personal and social aspects of your intelligence. It is your common sense, your people skills and your psychological well being. It consists of skills that can improve through learning and experience, unlike personality traits, which tend to remain fairly constant. Being smart (IQ) may get you in the door, but emotional intelligence (EQ) is the key to your success. Your EQ has a profound effect on your performance and relationships, and its impact spreads throughout the working environment.

## Emotional intelligence involves:

- ❑ Emotional awareness by self and exercising control;
- ❑ Good people management, development and teamwork skills;
- ❑ Flexibility/Adaptability to work seamlessly with different experts and novice members as a joint cross-function team;
- ❑ Stress tolerance, Stress Management & Work Life Balance;
- ❑ Maintaining a positive outlook in a rational and analytical way!

Emotional intelligence can improve through learning and experience, which will positively affect every aspect of your life. This workshop provides the opportunity to gain self-awareness and to establish a personal improvement plan.

## Training Objectives [Duration: 1to 2 Days]:

Participants will learn about emotional intelligence and explore practical methods of improving EQ.

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## Course Content:

- 1) What is emotional intelligence and why does it matter at work and in everyday personal and professional life?
- 2) Being self aware and recognizing the effect your emotions have on performance, effectiveness and efficiency
- 3) Building positive relationships for becoming trustworthy and seeking first to understand others before getting understood
- 4) Being resilient and staying focused in stressful situations towards ultimate solutions for problems by effective decisions
- 5) Controlling anger (so as not to regret what you have said) and staying positive in challenging times to produce great results and outcomes
- 6) Exploring Major Components Of Emotional Intelligence at Work:

	Definition	Hallmarks
Self-Awareness	the ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	self-confidence realistic self-assessment self-deprecating sense of humor
Self-Regulation	the ability to control or redirect disruptive impulses and moods the propensity to suspend judgment – to think before acting	trustworthiness and integrity comfort with ambiguity openness to change
Motivation	a passion to work for reasons that go beyond money or status a propensity to pursue goals with energy and persistence	strong drive to achieve optimism, even in the face of failure organizational commitment
Empathy	the ability to understand the emotional makeup of other people skill in treating people according to their emotional reactions	expertise in building and retaining talent cross-cultural sensitivity service to clients and customers
Social Skill	proficiency in managing relationships and building networks an ability to find common ground and build rapport	effectiveness in leading change persuasiveness expertise in building and leading teams

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- 7) Action plans for continued success
- 8) Emotional Intelligence Framework For Self-Assessment:

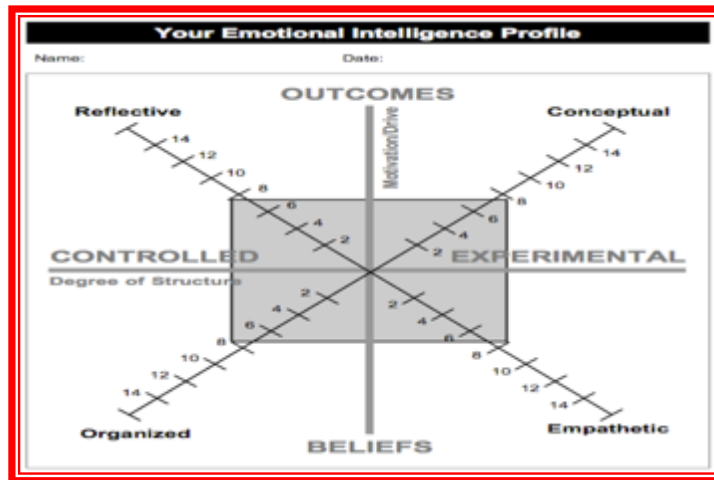
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