

# Emotional Intelligence

## One Day Highly Interactive Workshop

Emotional Intelligence is the emotional, personal and social aspects of one's intelligence. As a goal is to achieve happiness, one could need emotional excellence to ride the storm, to deal with people and optimize personal capability. Therefore, being emotionally smart has proven to be the gateway to be both effective at work and life."

The workshop briefs participants on completing situational conflict management and assessment with a right way for negotiation; the importance of interdependence to transform any conflict situation; the role that competency and attitude plays to negotiate. Competency-based improvement of performance skills to enhance management effectiveness and leadership behaviours are based on the premise that past performance is the best indicator of future performance in a similar environment!

### Emotional intelligence involves:

- ❑ Gain knowledge of emotional intelligence and its benefits;
- ❑ 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;
- ❑ Develop strategy to utilize the acquired knowledge to monitor self and other's emotions to build better relationship.

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.

### 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.

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### Course Outline:

#### **Module 1: Emotional Intelligence Introduction**

- Emotional Intelligence and its benefits
- Understanding Four Emotional Intelligence Skills
- Primary Emotions, Intensity of Feelings and Names of Emotion
- Recognising emotion triggers and hijackers

#### **Module 2: Four Emotional Intelligence Core Skills and Strategies**

- Personal Competence
  - a. Self-Awareness, b. Self-Management
- Social Competence
  - a. Social Awareness, b. Relationship Management

#### **Module 3: Emotional Intelligence and Personal Effectiveness**

- Understand your feeling and the reason for the feeling
- The impact of personal competence with Emotional Intelligence
- Think, Feel, Act Model for positive actions and results

#### **Module 4: Emotional Intelligence and Relationship**

- Raising emotional intelligence to build stronger relationship
- Managing stress for calmer relationship
- ABCDS Relationship Management strategy
- Humour and Playfulness to enhance relationship
- Influencing with Words and without Words

#### **Module 5: Emotional Intelligence and Social Competence**

- Understand others with Go People Watching
- Picking up the Mood of the Room
- Building better social competence by Stepping into Their Shoes
- The art of Active Listening with Understanding
- Action Plans

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### Workshop Duration & Content Coverage:

Workshop Duration: 1 Days highly interactive session  
[Schedule: 9:30 - 10:45AM / 11 - 1PM / 1:45 - 3:15PM / 3:30 - 5:30PM]

### Terms & Conditions

- 100% advance payment must be made along with purchase order.
- Facilitator's Travel, boarding and food charges must be borne by the client
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance must be taken care by client only.
- Overseas clients will have to arrange visa, air travel and local travel on their own. If client want us to assist in local travel Sieger Team can facilitate with additional charges.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training if the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.
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