

Emotional Intelligence

Research indicates that, for jobs of every type, Emotional Intelligence (or Emotional Quotient) is twice as important as IQ and technical skills combined. EI accounts for 85% of what separates star performers from average ones. Daniel Goleman, author of *Working with Emotional Intelligence*, describes EI as “recognizing and managing our own feelings and those of others-the fundamentals upon which are built such important organizational competencies as outstanding leadership, customer service, and teamwork.” The good news is that EI can be learned. This seminar explores how you can boost productivity, lead more effectively, and enjoy more satisfying relationships through Emotional Competence.

Learning Objectives:

- Gain a better understanding of yourself.
- Plot your individual path to success.
- Understand how you score on 20 EQ scales and competencies.
- Create a snapshot of your current EQ strengths and vulnerabilities.
- Explore EI Personal Competencies: Self-awareness, Self-management, and Motivation.
- Learn to improve your Social Competencies: Empathy and Social Skills.
- Complete and interpret your personal EQ Map: how well do you cope with pressures? Trust yourself? Think creatively?
- Put EQ into action: A step-by-step plan.
- Construct an Action Plan to extend the learning experience.