

EMOTIONAL INTELLIGENCE & EFFECTIVE COMMUNICATION

DURATION

3 Days

OVERVIEW

For decades, a lot of emphasis has been put on certain aspects of intelligence such as logical reasoning, math skills, spatial skills, understanding analogies, verbal skills etc. Researchers were puzzled by the fact that while IQ could predict to a significant degree academic performance and, to some degree, professional and personal success, there was something missing in the equation. Some of those with fabulous IQ scores were doing poorly in life; one could say that they were wasting their potential by thinking, behaving and communicating in a way that hindered their chances to succeed. One of the major missing parts in the success equation is emotional intelligence, a concept made popular by the groundbreaking work of Daniel Goleman, which is based on years of research by numerous scientists such as Peter Salovey, John Meyer, Howard Gardner, Robert Sternberg and Jack Block, just to name a few. For various reasons and thanks to a wide range of abilities, people with high emotional intelligence tend to be more successful in life than those with lower EIQ, even if their classical IQ is average. Hence one can say emphatically that; "Success in both work and life depends heavily on how emotionally intelligent one is more than on the IQ."

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AFFILIATED PROGRAMS

KEY MODULES

- Different Ages of The Same Person
- Importance of EQ
- How Many Brains Do We Have?
- Emotions in the workplace:
 - How they are looked at?
 - How they are disguised?
 - The four masks of emotion
- Learning Emotional Intelligence:
 - The 5 Dimensions
 - The 25 Competences
- Personal EQ Dimensions
 - Self-awareness
 - Self- Regulation
 - Motivation
- Social EQ Dimensions
 - Empathy and social awareness.
 - Social Skills in leading the emotional states of individuals and teams
- Triggers:
 - "The Straw that broke the Camel's Back"
 - What are they?
 - How to identify your and others' triggers.
 - How to deal with triggers.
- Leading Yourself in an Emotionally Intelligent Way
 - Techniques to achieve greater self-awareness, self-control, and self-motivation
 - Demonstrate greater self-awareness
 - Practice greater self-regulation
 - Exhibit greater self-motivation
- Diagnose the negative consequences of unmanaged emotions and low emotional intelligence to your personal effectiveness
- Building Relationships in an Emotionally Intelligent Way
 - Describing the Importance of Emotional Intelligence to Building Good Relationships
 - Increasing Your Level of Social Awareness (Empathy)
 - Applying the Principles and Practices of Emotional Intelligence to Building Trusting Relationships
 - Diagnosing the Negative Consequences of Unmanaged Emotions and Low Emotional Intelligence to Your Relationships
- Guidelines to implement EQ in the workplace- The 7- steps Plan
- Moving On

LEARNING OUTCOMES

- Appreciate the importance of emotions and EI to effectiveness and success
- Increase their Level of Emotional Intelligence in the five areas
- Able to motivate their followers and co-workers like the great leaders do
- Understand that EI can be measured but unlike IQ can be improved
- Plan a strategy and action plan for improving their EI back at work
- Apply the principles of emotional intelligence to key leadership activities

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