

Emotional Intelligence

Emotional intelligence is the capacity not only to be aware of and able to express our emotions but to manage and moderate them effectively too. Emotional intelligence is what prevents anger from turning into rage and sadness into despair. Levels of emotional intelligence can't be measured on a numbered scale. It is that thing inside of us that recognizes emotions in ourselves and others then guides us to respond. Understanding emotions may seem trivial but in fact it is the just the opposite. It is thought that a persons level of Emotional Intelligence may be a better predictor of a persons overall happiness and success than their IQ. This is a two-day workshop.

What will students learn:

- Accurately identify emotions in ourselves and others
- Understand and manage emotions
- Use and effectively communicate emotional feelings
- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace/life
- Understand the difference between optimism and pessimism

What Topics are Covered?

- Six second model
- 7 signs of emotional intelligence
- What is emotional intelligence
- Are you emotionally smart
- Reading non-verbal communications
- Practice empathy
- Practice self-honesty
- Manage your feelings
- Affirm and develop positive social behaviours

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion