

# Emotional Intelligence

*½ day, face-to-face, interactive workshop with up to 25 participants*

This ½ day program is designed to immerse participants in the foundational principles of emotional intelligence (EI) according to Daniel Goleman's model, and to explore strategies for building resilience in the workplace. Emotional intelligence and resilience are crucial skills that enhance personal effectiveness, improve leadership capabilities, and foster a positive workplace environment. This program will provide participants with practical tools and techniques to develop their emotional intelligence and resilience, enabling them to navigate challenges, build strong professional relationships, and maintain well-being in a dynamic work environment.

## Understanding Emotional Intelligence

Emotional intelligence, as popularised by Daniel Goleman, is the ability to recognise and manage our own emotions, as well as the emotions of others. It is comprised of five key components:

- **Self-Awareness:** This is the ability to accurately perceive your own emotions and stay aware of them as they happen. It involves recognising how your emotions affect your thoughts and behaviour, knowing your strengths and weaknesses, and having self-confidence.
- **Self-Regulation:** This involves managing your emotions in healthy ways, controlling impulsive feelings and behaviours, taking initiative, following through on commitments, and adapting to changing circumstances.
- **Motivation:** This component is characterised by a passion for work that goes beyond money and status, a propensity to pursue goals with energy and persistence, and a drive to improve and achieve.
- **Empathy:** Empathy is the ability to understand the emotions of others. It involves recognising others' feelings, needs, and concerns, and is crucial for developing and maintaining relationships.
- **Social Skills:** These are the skills needed to handle relationships judiciously and empathetically. It includes effective communication, conflict management, leadership, building bonds, and working with others toward a common goal.

## Building Resilience in the Workplace

Resilience refers to the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. In the workplace, resilience helps employees to handle stress, bounce back from challenges, and maintain a positive attitude even in difficult circumstances. Building resilience involves developing a set of skills and strategies that can be learned and strengthened over time.

Key aspects of resilience include:

- **Optimism:** Maintaining a positive outlook and focusing on solutions rather than problems.
- **Flexibility:** Adapting to changing circumstances and being open to new ideas and approaches.
- **Self-Efficacy:** Believing in your ability to influence events and outcomes.
- **Support Systems:** Building strong relationships and seeking support from colleagues, mentors, and friends.
- **Stress Management:** Implementing techniques to manage stress effectively, such as mindfulness, relaxation exercises, and time management.

## LEARNING AIMS AND OUTCOMES

- Understand the key components of Daniel Goleman's model of Emotional Intelligence.
- Learn practical strategies to develop emotional intelligence.
- Explore the concept of resilience and its importance in the workplace.
- Identify techniques to build personal and organisational resilience

# COURSE AGENDA

1. What is emotional intelligence?
  - IQ versus EQ/EI
  - Origins of emotional intelligence
  - EI today
2. Introduction to Daniel Goleman's Emotional Intelligence model
  - Definitions of each competency: Self-awareness, self-regulation, self-motivation, empathy and social skills
  - Strategies to improve each competency
  - The Emotions Wheel
3. The science behind emotional intelligence
  - What is happening in your brain
  - The amygdala hijack and how to manage it
4. Why emotional intelligence matters in the workplace

## LEARNING STRATEGIES

Accrete's face-to-face delivery model is premised on the following learning strategies:



- The **application of Adult Learning Principles**: we understand that adult learners bring their own experience and skills to the learning environment and capitalise on that by incorporating group discussions and experience-sharing in all our programs. This acts to expose participants to a range of views and approaches to an issue or topic, as well as providing engagement for our participants.
- Catering to a range of **learning styles** through a diversity of training approaches: we design our programs to include a combination of PowerPoint presentations, whiteboard drawing and flowcharting, group discussions, scenario-based discussions, question and answer sessions and practical activities.
- **Story-telling**. We believe in the power of story-telling and ensure that we use simple, everyday examples to help participants understand the application of concepts, policies and processes that may otherwise appear to be overwhelming or abstract.
- **Quizzes**: We routinely include quizzes to check understanding.
- **Hypotheticals / scenarios**: We often present participants with a scenario or hypothetical situation for them to collectively consider. This exposes participants to the knowledge and experience of their peers and encourages collective learning.
- **Practical activities**: This particular program includes a practical session on workshopping performance scenarios.

Accrete believes in the value of networking and shared learning during training. All opportunities for group work or collective learning provide this potential advantage for our participants and we are mindful to facilitate this as much as possible.

## COURSE DETAILS

Delivery duration	Two days (timing to be agreed between parties)
Delivery style	Face-to-face workshop including: presentation, facilitated discussion and practical activities. Time is allocated to allow participants to workshop several scenarios.
Location	Venue to be provided by the client.
Participant numbers	Maximum: 25
Tailored option	Yes. Tailoring of workshops incurs a development cost. We will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

June 2024