

Impact Map-- Emotional Intelligence Training ©lewis-barr

<u>Learning outcomes</u>	<u>On the job actions</u>	<u>Results</u>
Recognize emotions in self.	Recognize the early stages of conflict. Manage emotions. Manage nonverbal messages. Create authentic messages, not mixed messages. Communicate truth about a situation to self and others. Use emotions to enhance decision-making.	Improved trust. Improved morale. Improved problem solving. Improved concentration and focus on tasks. Improved motivation.
Recognize emotions in others.	Recognize the early stages of conflict. Recognize/have empathy for differences in coworker styles and needs. Identify and interpret nonverbal messages from others.	Improved problem solving. Improved communication. Improved relationships.
Ability to use “I statements” during difficult conversations.	Communicate needs and perceptions clearly. Resolve conflicts.	Improved problem solving. Improved communication. Improved trust. Improved morale.
Recognize, monitor, and adjust self-talk.	Coach self through problems. Coach others through problems. Manage difficult emotions	Improved problem solving. Improved trust. Improved relationships.
Recognize personal patterns of behavior.	Manage difficult emotions.	Improved problem solving. Improved relationships.
Improve listening skills.	Access more information from others, verbally and nonverbally.	Improved morale. Improved trust.