

# Increasing Your Emotional Intelligence

## Course Overview

### How You Will Benefit

The type of intelligence with increasing value in the workplace is emotional intelligence- the smarts of controlling emotions, having empathy, and handling stress. According to a CareerBuilder survey, over 1 in 3 hiring managers placed increased importance on EI in their hiring and promoting decisions. For 71%, EI was more important than IQ and 59% went as far as to say that they would not hire someone a low EI.

Emotional intelligence reaps notable results. One study which followed manufacturing supervisors after they underwent EI training revealed that incidents of lost-time accidents were cut in half, formal grievances were reduced by 20 percent, and plant productivity revenues soared \$250,000 beyond goal. EI also reflects directly on how good you are at your job. According to statistics compiled by TalentSmart Inc., 90 percent of top performers have high emotional intelligence. EI is responsible for 58 percent of your job performance. And in the long run, people with high EI's earn an average of \$29,000 more annually over low EI colleagues!

This course will enable you to understand the sources of emotional intelligence, learn how to keep emotions in check, and build relationships based on empathy. As a result, you'll be able to make more thoughtful decisions, show grace under pressure, resolve conflict effectively, and have increased attentiveness to your own emotions and the emotions of others.

### Course Objectives

Successful completion of this course will increase your ability to:

- Develop your level of emotional intelligence
- Identify negative consequences of unmanaged emotions on your personal effectiveness
- Describe the importance of emotional intelligence to building good relationships
- Increase your empathy and social skills
- Practice techniques to achieve greater self-awareness, self-control, and self-motivation
- Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

### Key Topics Covered

This course explores the following subjects in depth:

- The difference between Emotional Intelligence and IQ and why EI matters more
- Arguments for the source of EI, nature or nurture and how the emotional brain functions
- How EI effects mood manipulation, hope and optimism
- Get inside the mind of high achievers and learn the secrets of their thinking patterns
- Reaching a sense of your own EI and overcoming limitations
- What distorted thinking is and how to avoid it

### What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Instructor Guide, Participant Guide, classroom PowerPoint presentation, and one-page Learning Summary

### Registration Information

Participant name: \_\_\_\_\_

Department: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Phone number: \_\_\_\_\_

**Please return this form to:**