



# Emotional Intelligence

Authentic Emotional intelligence is necessary to enable us to read other people's emotions and adapt our own so that we can demonstrate empathy in our leadership. This course will equip delegates with the necessary tools to lead with EQ

## Module 1 Introduction to emotional intelligence

- Definition, origins, why it matters
- The main components of EQ: Self-awareness, self-regulation, empathy, social skills
- Self-awareness: Understanding your own emotions, strengths, weaknesses, values
- Activities: Emotion identification, values exploration, strengths/weaknesses inventory

## Module 2 Self-regulation

- Managing emotions productively, thinking before acting, handling stress
- Using emotions to achieve goals, delaying gratification, persevering
- Strategies for managing anger, destressing techniques, creating motivation rituals

## Module 3 Empathy

- Recognizing others' emotions, understanding different perspectives
- Social skills: Managing relationships, clear communication, influencing others positively
- Activities: Perspective-taking, empathic listening, conversation skills

## Module 4 Emotional intelligence in the workplace

- Leadership, teamwork, conflict management
- Developing an EQ improvement plan: Goal-setting, mindfulness, regular practice
- EQ case studies, personal development planning

## Module 5 Developing Motivation

- Understanding internal versus external motivation
- Cultivating optimism, self-confidence and focus
- Overcoming obstacles and setbacks
- Celebrating progress and wins

## Module 6 Wrap Up and Action Planning

- Review key concepts
- Q&A and discussion