Expanding Your Emotional Intelligence | 3 Days

At the core of the success of every organization, Emotional Intelligence (EQ) is central to a well-functioning team. A strong grasp of this crucial skillset is essential to effective collaboration, productivity, and accomplishment. This course does much more than cover the theory of EQ. Incorporating powerful tools and classroom activities, you will practice and hone your skills and behaviors, mastering the strategies learned to effectively communicate, connect with, and support others through healthy and productive interactions.

**OBJECTIVES:**
- Identify the key competencies of emotional intelligence
- Develop a learning path to enrich your EQ
- Gain better control over your behavior under duress
- Enhance your communication skills and competencies
- Learn to thrive under stress
- Develop gratitude and strength of character
- Build a meaningful life balance and your authentic self

**WHO SHOULD ATTEND:**
Those desiring to achieve and apply emotional self-awareness and management to enhance their professional careers as well as realize their personal goals.

**JOB ROLES:**
- Personal Development
- Leader of Teams/Projects
- Leader of Managers/Departments
- Leader of Organizational Strategy

**COURSE OUTLINE:**

**The History of EQ**
- Defining Emotional Intelligence
- Understanding the 5 Components of Emotional Competence
- Using an Emotional Vocabulary

**Can You Learn EQ?**
- Learning to Be Emotionally Competent
- Developing Self-Awareness
- Building Trusting Relationships

**Enhancing Your Communication with EQ**
- Creating a Powerful First Impression
- Using Body Language
- Communicating with Flexibility and Authenticity

**Emotions & Behavior**
- Expanding Your Emotional Toolbox
- Applying Mindfulness
- Offering Your Attention and Acceptance

**Emotions Under Stress**
- Knowing Yourself
- Applying the Right Emotions at the Best Time
- Managing the Modes of Cognition

**Gratitude & Strength of Character**
- Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character
- Understanding the Role of EQ at Work
- Disagreeing Constructively, Applying Passion and Fostering Optimism

**Meaningful Life Balance & Authenticity**
- Leading by Example
- Giving In Without Giving Up
- Making Authenticity a Part of Your DNA

We Ensure Personal & Professional Growth Through:

**TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY**
- eBooks, On-Demand Courses, Quick Videos,
- Personal & Team Assessments, Tools & Templates.

This course may qualify for Continuing Education Credits from multiple providers. Please visit [www.nhcredits.com](http://www.nhcredits.com) for complete details.
Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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**Reinforcement Videos**
- Emotional Intelligence featuring Stewart Levine
- What Brain Research Says About Leadership featuring David Rock
- Tools for Developing Emotional and Social Intelligence featuring Sheila Madden
- Understanding Emotional Alignment featuring Marcia Reynolds
- Understanding Emotional Intelligence featuring Marcia Reynolds
- Develop Your EQ featuring Glen Senk
- Comfort Zone Is the Enemy of EQ featuring Jen Shirkani
- The Five Attributes of Emotional Intelligence featuring Clarissa Peterson
- The Need for Emotional and Social Intelligence in Global Leaders featuring Sheila Madden
- What is EQ? featuring Jen Shirkani
- Lead with Authenticity featuring Liz Mellon
- How High-Performing Leaders Perform featuring Howard M. Guttman
- How to Inspire Trust featuring Heidi Grant Halvorson
- Relationship Management: Don't Win the Battle to Lose the War featuring Travis Bradberry
- Characteristics of High EQ Leaders featuring Travis Bradberry

**Book Summaries**
- Good Leaders Ask Great Questions by John C. Maxwell
- Working with Emotional Intelligence by Daniel Goleman

**Blueprints**
- Building the Right Management Team by Robert Pallari, Thomas Beeman and Mark Hamdan
- Using Personality Tests to Hire Employees and Reorganize Your HR Structure by Doug Bryant, Kelley Dobbs, Anthony J. Vegliante and Donald M. Davis

**Leader-Led Activities**
- The Value of Emotions Discussion Guide
- Needs for Emotional Intelligence Facilitation Guide
- Relational Competencies Facilitation Guide
- Personal Competencies Application Guide

**Self-Assessment**
- Personal Domain
- Relational Domain

**Business Impact**
- Business Impact: Managing the Stress of Organizational Change

**Challenge**
- Challenge: The Emotionally Intelligent Leader

**Tools**
- Research Highlights
- Value and Challenge of Emotions
- Needs for Emotional Competence
- Management Team
- Development Process
- Personal Development Activities
- Self-talk Obstacles
- Relational Development Activities

**Test**
- Leadership Advantage Test Yourself: The Emotionally Intelligent Leader

**Core Message**
- Leadership Advantage: The Emotionally Intelligent Leader 3.0

**Case Study**
- Events and Emotions
- Personal Emotional Competence
- Relational Emotional Competence

**Key Concept**
- Key Concept: Highlights from Emotional Intelligence Research
- Key Concept: The Value of Emotions
- Key Concept: Emotional Intelligence: Science vs. Skepticism
- Key Concept: Emotions and Business
- Key Concept: Emotional Intelligence and Emotional Competence
- Key Concept: Emotional Competence: The Personal Domain
- Key Concept: The Relational Domain
- Key Concept: The Development Process
- Key Concept: Developing Emotional Competency through Self-awareness and Self-regulation
- Key Concept: Obstacles to Developing Personal Competencies
- Key Concept: Developing Your Relational Competency

**e-Books**
- The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work
- Mastering Mentoring and Coaching with Emotional Intelligence
- Emotional Intelligence Coaching: Improving Performance for Leaders; Coaches and the Individual
- Transparency: How Leaders Create a Culture of Candor

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.