

# Using Emotional Intelligence to Strengthen Performance

Length: ½ to 1 day (options)

## Overview

Emotional intelligence affects us all, whether we're constantly working in collaboration with others or individually on projects. So, this workshop would be suitable for everyone in your organization, but particularly those that have to interact with others on a regular basis.

With greater self-awareness of their emotions and the ability to empathize and understand other people's emotional state, your team will perform better in the workplace. In other words, being emotionally intelligent makes a real difference to performance and, therefore, profit.

Emotional intelligence is not just a desirable 'soft skill'. In fact, research indicates that emotional intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and should be an essential element of any staff development program:

- Managers and supervisors are better able to maintain a positive work environment.
- Sales and buying staff are better able to influence outcomes in your favour, particularly when handling difficult prospects or tough negotiations.
- Customer facing personnel are better equipped to handle conflict and to make all customers feel like they are being listened to and understood – this has a positive effect on customer loyalty and retention.
- Staff in general are better equipped to handle the ever-increasing pressures of a modern workplace.

## Learning Objectives

Successful completion of this course will increase your knowledge and ability to:

- Be aware of emotions and the impact they have on their performance
- Recognize and understand emotions in others and how to adapt their behaviour to suit
- Regulate their emotions and so enhance performance
- Handle and inspire emotion in others

## Instructional Strategies

This workshop is highly interactive. The instructor presents key concepts, then helps the participants build personal connections through discussions and interactive exercises.

## Prerequisites

None

## Content Outline

This workshop provides participants with the fundamental knowledge required to develop their awareness of EI and in doing so help them to perform more effectively.

**What is Emotional Intelligence?** Explains what EI is and its role in improving performance in the workplace.

This session is based on the 5 domains of Emotional Intelligence:

1. **Self-Awareness** – Understanding how self-aware participants currently are, reviewing the value of self-awareness and providing an opportunity to develop this.
2. **Self-Management** – Appreciating that we manage ourselves based on our values, attitudes and beliefs. Looking at methods of improving self-management and overcoming negative 'self-talk'.
3. **Self-Motivation** – A look at how personal goals drive our self-motivation, how our beliefs, values and attitudes can affect our motivation and some valuable techniques for personal improvement.
4. **Empathy** – Helping participants appreciate the need for empathy and providing the methods for doing it.
5. **Handling Relationships** – Bringing the previous skills together to become 'socially intelligent'. Looking at real life situations and how emotional intelligence plays a part. Finally; reviewing ways of further improving relationships using emotional intelligence.