

## Emotional Intelligence: Achieving Leadership Success - 3 Days

### Course 3411 Overview

- You Will Learn How To**
- Leverage Emotional Intelligence (EI) to improve your effectiveness as a leader
  - Identify the core competencies of Emotional Intelligence
  - Gain an honest and accurate awareness of your EI strengths and weaknesses
  - Achieve greater personal effectiveness through self-management tools and techniques
  - Harness the social and emotional potential of your team to improve performance
  - Integrate and apply EI to develop and transform your personal and professional potential

**Course Benefits** In today's competitive business climate, organizations need leaders with more than technical and intellectual competence to maintain a competitive advantage. Successful leaders combine strong interpersonal skills with technical knowledge to improve their potential and performance. The core competencies of EI provide the foundation to further develop your intra/interpersonal skills. In this course, you learn to apply EI to motivate and engage your teams, foster cooperative working relationships, and improve your overall effectiveness.

**Who Should Attend** Managers, leaders or anyone wishing to broaden and improve their self-management and interpersonal skills. Some previous experience in a leadership role is helpful.

**RealityPlus™** Extensive activities throughout the course provide practical experience in leading with Emotional Intelligence. Activities include:

- Identifying the four EI competencies that deliver leadership success
- Measuring your Emotional Intelligence through a reliable assessment tool
- Mapping your strengths and weaknesses through self-reflection
- Uncovering negative self-talk patterns
- Reframing thoughts and perspectives to achieve a positive outcome
- Monitoring the emotional responses of others
- Creating an individual EI action plan
- Optimizing your EI skills in a real-world scenario

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### Course 3411 Outline

#### Fundamentals of Emotional Intelligence

##### Establishing a common definition of EI

- Identifying multiple intelligences
- Removing common misconceptions about EI

##### The benefits of EI in the workplace

- Assessing your individual EI baseline
- Setting the context for authentic leadership

#### Assessing Your Emotional Intelligence

##### The value of the EI Competency Model

- Evaluating a proven 2x2 model
- Analyzing the core competencies: self-awareness, self-management, social awareness and relationship management

##### Measuring and interpreting your EI

- Outlining your personal profile
- Determining your strengths and areas for development

#### Increasing Self-Awareness

##### Recognizing and affirming your emotions

- The value of being honest and open with yourself
- Establishing healthy boundaries with others
- Emphasizing the importance of personal congruency

##### Developing personal authenticity

- Demonstrating authentic leadership through your actions
- Balancing personal effectiveness through greater control and flexibility of your emotional responses

#### Mastering Self-Management Techniques

##### Applying EI best practices

- Recognizing your own response patterns and triggers
- Reframing self-talk for better results
- Employing self-control in stressful situations

##### Gaining greater control of your actions

- Acquiring awareness of your personal filters
- Increasing your range of behaviors for personal effectiveness
- Pinpointing and breaking default behavior patterns

#### Building Social Awareness and

#### Interpersonal Effectiveness

##### Reading the emotional landscape

- Recognizing and valuing the emotions of others
- Evaluating the impact of emotions on performance
- Interpreting nonverbal communication

##### Creating a positive EI environment

- Practicing self-disclosure to improve relationships
- Applying the Johari Window framework
- Leveraging active listening techniques

##### Facilitating effective communication

- Mitigating the risk of unmanaged emotions
- Creating a positive emotional landscape
- Actively engaging the emotions of others

#### Enhancing Team Performance through

#### Relationship Management Tools

##### Improving team dynamics

- Analyzing the patterns of interpersonal behaviors
- Influencing the dynamics of the team to improve performance

##### Balancing individual team member roles

- Dealing with negative emotions and difficult behavior
- Enhancing trust and accountability through the application of EI
- Motivating others through authentic leadership
- Facilitating work relationships in a team environment
- Fostering higher levels of employee engagement and morale

#### Becoming an Emotionally Intelligent

#### Leader

##### Bridging the gap between management and leadership

- Debunking the myths of management
- Recognizing the contribution of emotionally intelligent leadership
- Adapting your leadership style to fit the environment

##### Demonstrating emotionally intelligent

##### leadership

- Applying EI competencies to leadership

- Delivering difficult messages

##### Integrating EI into your professional life

- Transferring competencies into real-world situations
- Creating the climate for performance excellence
- Coaching others

##### Embedding the EI framework

- Leveraging your self-assessment
- Linking your assessment results to your goals
- Developing a personal action plan