



Communications & Conflict Series Emotional Intelligence

Summary

Managers and employees are routinely conditioned to leave their “emotions” at home believing that we should base our work solely on our intelligence. Emotions, however, are a fundamental part of who we are and how we function, on both a personal and professional level. HPL’s **Emotional Intelligence** workshop helps participants to view emotions in a different way.

Who Should Attend

Managers and employees who are seeking new skills to increase their emotional intelligence competencies.

Workshop Objectives

As the title suggest, emotions are viewed as a form of intelligence, one that can become a source of collaboration, improved productivity and increased effectiveness. This one-day workshop will help managers and employees to “increase their emotional intelligence competencies.”

Structure

Introduction

- Emotional Intelligence Self-Assessment
- Emotional Intelligence: The Five Competencies

Competency #1: Self-Awareness

- What is Self-Awareness?
- Distinguish Feelings from Thoughts
- Exercise: Name that Feeling
- Vocabulary of Feelings
- Exercise: Job-Related Feelings

Competency #2: Self-Regulation

- What is Self-Regulation?
- Overcoming Negative Self-Talk
- Emotional Triggers

Competency #3: Self-Motivation

- What is Self-Motivation?
- Plan on Changing Direction
- Identify Your Strengths
- Sample Talents, Abilities, and Skills
- Overcoming Obstacles and Setbacks

Competency #4: Empathy

- What is Empathy?
- Exercise: “Magic If”
- Responding With Empathy
- Exercise: In Someone Else’s Shoes
- “Don’t Just do Something, Stand There”

Competency #5: Effective Relationships

- Building Effective Relationship
- Communication Considerations



High Performance Learning

On-Demand Performance Improvement

- Communicating Reasons and Requests
- Negotiating Conflict Resolution
- Exercise: Conflict Resolutions
- Influencing Others