



## 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