

Build Your Own

Emotional Intelligence

Course Code: PD101

No doubt technical and task-oriented skills are important to bring to any working environment, but research has proven that real success comes from those who have honed the soft skill of emotional intelligence. No organization is without its ups, downs, and turnarounds, which is why emotional intelligence is an essential aspect for everyone in the workplace. In a world of deadlines, organizational changes, limited resources, and conflicting orders (to name a few stressors), having the ability to control one's emotions and accurately read others' is essential to navigating the unavoidably high-stress environment that often shapes the working world.

Learning Objectives

- Manage emotions by recognizing how thoughts and emotions are connected
- Improve self-control by identifying physical cues that indicate your emotions may be taking over
- Discover how emotional intelligence can help develop more positive relationships at work
- Use assertive communication to express needs and feelings appropriately
- Respond more quickly and positively to changing circumstances
- Improve the ability to remain composed in stressful situations.
- Explore how to use emotional intelligence to bounce back from setbacks
- Develop a more optimistic outlook

Topics & Content

- Definition of emotional intelligence
- Business case for emotional intelligence
- Aspects of emotional intelligence
- Intra-personal skills
- Interpersonal skills
- Adaptability
- Resilience

Course Information

Duration

1/2 day

Audience

This course is designed for personnel in the private or public workforce that wish to improve their emotional intelligence knowledge and skills.

Accreditations

PMI: 4 PDUs

NASBA: 4 CPEs

OPM: 4 CLPs

OPM Competency: Conflict Management

“Very informative and relevant to daily living/work. Gave me a total new outlook on my emotional intelligence so that I can improve a few things I’ve noticed with myself that maybe sending the wrong word message.”

