



1 Full day

Learning Outcomes

On completion of this workshop, participants will be able to...

- Understand the elements within the Emotional Intelligence Model
- Identify and recognise how the different dimensions and components of emotional intelligence influence their thinking, their actions and their behaviours
- Better appreciate the influence / impact their actions and behaviours have on relationships and dealings they have with others in the workplace (and elsewhere)
- Identify actions and behaviours that can help to make them more effective when working with and leading others

Workshop Outline

1. Emotional Intelligence - fundamentals

- What is Emotional Intelligence and why does it matter?
- Explaining the model – splitting it into the self component (self awareness and self management) and the social component (social awareness and social management)

2. Focus on SELF LENS: Self awareness and self management

- Activities to explore our feelings, the triggers for these feelings, our values and motivations, and the impact they have on our thinking processes, performance, interactions + decision-making
- Exploring how feedback can improve our ability to hold an accurate self assessment and improve self confidence
- Activities to explore self control, the triggers for negative moods or disruptive impulses and the impact they can have on us and our team
- Exploring the importance of mindset

3. Focus on SOCIAL LENS: Social awareness and Social management

- Exploring empathy, including the perspective of our key stakeholders / customers
- Activities to explore the conditions necessary for effective working relationships
- Improving and enhancing team cohesion by focusing on effective communication
- The role of assumptions, perceptions and mental models
- Managing through conflict and negativity

4. Activities to generate ideas and actions to improve the 4 dimensions of EI

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