

Emotional Intelligence

One Day

Description

This course provides information about what emotional intelligence is and how to develop it. Participants are encouraged to target areas of emotional intelligence in which increased facility will help them be more effective supervisors, team members, and colleagues.

Objectives

1. Understand the core competencies of emotional intelligence.
2. Complete the Emotional Intelligence Style Profile.
3. Understand how to increase your self-awareness, emotional control, and personal motivation.
4. Enhance your empathic understanding of others.
5. Build relationships of trust and mutual commitment based on integrity and honest, helpful communication.

Lesson Plan

I. Introduction: Emotional Intelligence Defined

A. Discussion: Define Emotional Intelligence. List some work situations in which you think a well-developed emotional intelligence would be helpful.

B. Understanding Self and Others

According to the Emotional Intelligence Style Profile, Emotional Intelligence “draws on two simple concepts: applying knowledge appropriately and applying feelings appropriately.” (Dr. Jon Warner, Amherst, MA: HRD Press © 2001. Page 3)

C. The Four Pillars of Emotional Intelligence – Personal Competence and Social Competence

II. The Emotional Intelligence Style Profile

Activity – Participants complete the Emotional Intelligence Style Profile and then plot their scores on X and Y axes, producing a style in one or more of four quadrants. The instrument helps the participant determine the degree of balance in his/her emotional intelligence. Participants will learn how to use the new awareness to expand their repertoire of emotional responses available.

III. Tools for Being Emotionally Intelligent

A. Self-Awareness

Game: Feelings/Thoughts

Activity: Morris Louis Painting – What are you feeling?

Discussion: How can we increase our awareness of our feelings?

B. Self-Management

1. Positive Self-Talks

Activity – Participants review a list of statements and rewrite them into statements that are positive, specific, and present tense. They then create positive self-talks to fit their own situations.

2. Positive Energy

3. Self-Motivation – Top Ten Things Self-motivated People Do

4. Self-Control

Activity – Participants make a list of recent events and then note how much self-control they exercised and what they might have done to exert more self-control.

C. Social Awareness

Empathy

Activity – Participants work in pairs to practice making empathic statements, based on a model for showing empathy they learn in the workshop.

D. Social Skills

1. Helpful Communication Styles

Activity – Participants work in small groups to analyze a series of situations in which a response is made using a less-than helpful style. Participants then rewrite the response using one of the four helpful communication styles used.

2. Appreciation

Activity – Whom do you appreciate and why?

3. Feelings First!

Activity – Acknowledging Feelings

IV. Developing Emotional Intelligence – Action Plan

Activity – Participants review their Emotional Intelligence Style Profile and identify two - four areas where they can take concrete steps to increase their emotional intelligence and write an action plan, listing the concrete steps they plan to take and adding start and end dates for their planned activities.