

EMOTIONAL INTELLIGENCE



Although the range of competencies that define an effective leader is broad and varied, at the core is emotional intelligence. Emotional intelligence is the ability to recognize and manage your feelings and respond to the feelings and behaviors of others. This course explores how various aspects of emotional intelligence are demonstrated in the workplace and how those competencies can be practiced and developed to increase a leader's effectiveness.

Objectives

- Explore the behavior of effective and ineffective managers and leaders
- Understand the role of emotional intelligence in effective leadership
- Explore strategies for managing your emotions and those of others
- Practice and plan for improving your emotional intelligence

Benefits

- Presents emotional intelligence as a fundamental element of demonstrating the traits of an admired leader
- Allows opportunities to practice and plan for developing specific elements of emotional intelligence

Assessment

EQ-i 2.0

Delivery

Classroom Half day

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work

