

Emotional Intelligence III:

Putting Emotional Intelligence to Work



Course Manual

Revised 6/27/2018

COURSE DESCRIPTION

This half-day instructor-led course is designed to allow participants to practice strategies that improve self-awareness and relationship management. Hands-on activities stress the identification, the analysis, and the importance of managing one's emotions and recognizing their effect on interactions and workplace culture. This class is open to anyone seeking to learn how their own and others' emotions impact their productivity; as well as how to respond constructively and objectively to others' emotions.

PREREQUISITES:

Emotional Intelligence I WBT Emotional Intelligence II WBT

TRAINING OBJECTIVES

- ♦ Identify how emotions impact productivity.
- Recognize situations that trigger your own strong emotions.
- ♦ Recognize and respond to others' strong emotions constructively and objectively.
- ♦ Practice techniques to manage strong emotions effectively.

INSIGHTS & OBSERVATIONS
TRAINING TAKEAWAYS
Use the area below to record key concepts, values, and Ideas that you found beneficial today. Please ensure you list your "Most Valuable Takeaway" (MVT) below to discuss at the end of training.

Notes: Personal Competence Self Awareness Management Social Competence Social Awareness Relationship Management

WHY DOES EI MATTER?		

SELF AWARENESS STRATEGIES		
Notes:		
	WHAT ROLES DO I FILL?	
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Role **Positive Emotion** Self Awareness Activity **Negative Emotion Triggers of Negative** Self Management

SELF MANAGEMENT STRATEGIES

Notes:

Negative Self-Talk	Positive Self-Talk
You have to be perfect.	
You are an idiot.	
Why would they care what I think?	
You are not worth it.	
You are not smart enough to get that degree.	
They are better than I am.	
You will never be anything different.	
You are not very considerate or nice.	

SELF MANAGEMENT STRATEGIES

NONVERBAL CUE VIDEO

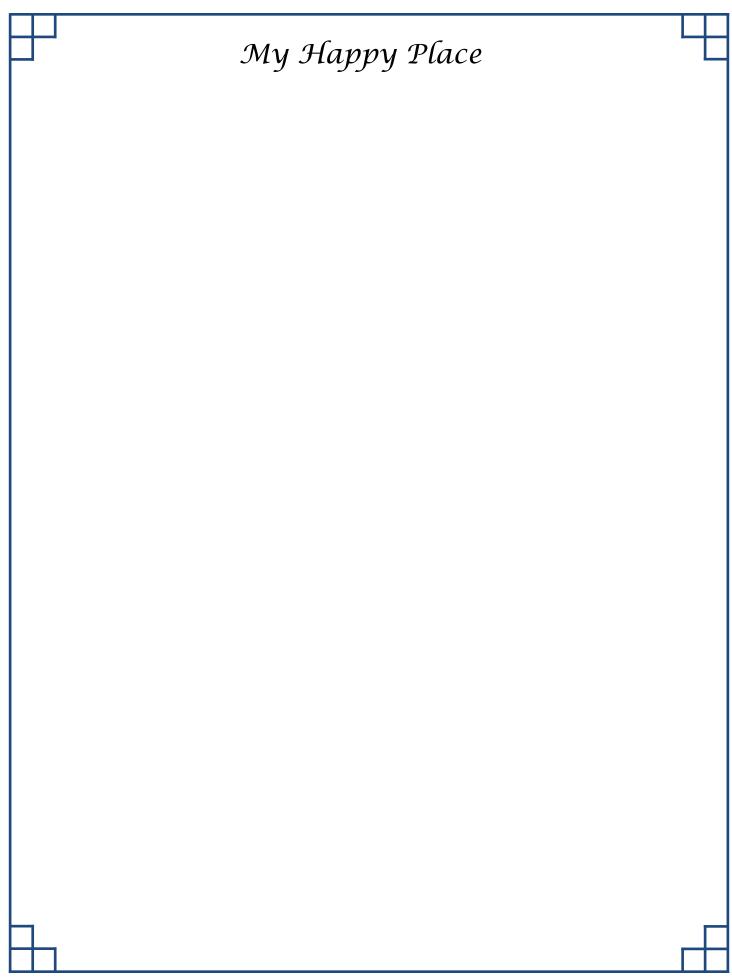
What did you see in the video that could be perceived in a negative way?		

Emotion	Reason

SOCIAL AWARENESS STRATEGIES		
Notes:		
	RELATIONSHIP MANAGEMENT STRATEGIES	
Notes:	RELATIONSHIP MANAGEMENT STRATEGIES	

WHAT WILL I COMMIT TO IMPROVING?

Trust	Communication
I will follow through with my actions.	I will actively listen in order to understand the situation rather than to respond.
I will show empathy with the person I struggle with the most.	I will paraphrase my understanding of the issue.
I will be honest with myself and others.	I will maintain eye contact while communicating with others.
I will not hide my feelings; however, I will express them in a positive and productive manner.	I will refrain from talking over people.
I will communicate openly.	I will not finish other people's sentences.
I will not play the blame game.	I will use "I" statements when communicating.



EI III: RESOURCES

If you would like to know more about anything we have talked about in today's class, check out the following resources.

- 1. Connelly, Mark (n.d.) Emotional Intelligence. Retrieved from http://www.change-management-coach.com/emotional-intelligence.html.
- 2. Connelly, Mark (n.d.) Self Awareness. Retrieved from http://www.change-management-coach.com/self-awareness.html.
- 3. Connelly, Mark (n.d.) Self Regulation. Retrieved from http://www.change-management-coach.com/self-regulation.html.
- 4. Connelly, Mark (n.d.) Social Awareness. Retrieved from http://www.change-management-coach.com/social-awareness.html.
- 5. Connelly, Mark (n.d.) Relationship Management. Retrieved from http://www.change-management-coach.com/relationship-management.html.
- 6. Mind Tools Editorial Team (n.d.) Managing Your Emotions at Work. Retrieved from https://www.mindtools.com/pages/article/newCDV_41.htm.
- 7. Bradberry, T. & Greaves, J. (2009). Emotional Intelligence 2.0. San Diego, CA: TalentSmart.