

Emotional Intelligence

Learning Objectives

1. Explain what Emotional Intelligence (EI) is and the benefits it brings in personal and professional life
2. Describe the five dimensions of the Emotional Quotient Inventory (EQ-I 2.0)
3. Identify the key EI skills relevant to your job
4. Identify your own EI strengths and areas for growth
5. Practice application of key EI skills including reality testing, impulse control and empathy

Course Contents

- What is Emotional Intelligence
- The different families of emotions
- The link between thoughts, emotions and behaviours
- EI skills and success
- The EI card game
- Your EQ-i 2.0™ Report (optional)
- Identifying EI strengths and areas of growth
- Identifying key EI skills relevant to your job
- Create strategies for dealing with key work and/or personal-life scenarios
- Strengthen core EI skills:
 - **Reality testing** - Read social dynamics and political landscapes
 - **Impulse control** - Managing impulses with conscious planning
 - **Assertiveness** - Apply the principles of assertive communication
 - **Empathy** - Use key empathic skills: active listening and empathic questioning



Format/Timing

This course is run over one day.

Who should attend?

This course is for anyone who wants to strengthen emotional and social skills for higher performance and more fulfilment in life.

Facilitator

This course is run by **Matthew Critchlow**, PhD, Director of Thrive, Visiting Lecturer at the University of Westminster and accredited practitioner of the EQ-i.



Self-Assessment and Coaching

Delegates have the option to receive their own EQ-i 2.0 Report which requires completion of a 20 min on-line questionnaire. Thrive also offers one-to-one EI coaching with accredited practitioners of the EQ-i 2.0™ profile. These sessions are a chance for delegates to develop personalised learning objectives and strengthen EI skills even further to enhance performance in the workplace. Please note, the EQ-I Report carries an additional cost.